



Jamie Rose Avena

CUSTOMER SERVICE & COMMUNICATIONS
PROFESSIONAL

Motivated communicator seeking opportunities in writing, customer service, or virtual support.

+639483937281

190 San Pedro Street Poblacion 1
San Jose Del Monte Bulacan

jamieavena3@gmail.com

<https://medium.com/@jamieavena3>

EDUCATION

BULACAN STATE UNIVERSITY- SARMIENTO CAMPUS

- Bachelor of Secondary Education
Major in English
- 2015 - 2019

SAN JOSE DEL MONTE NATIONAL HIGH SCHOOL

- 2011-2015

BENITO NIETO ELEMENTARY SCHOOL

- 2005-2011

INTERNSHIP

Student Teacher (Grade 7 & 8 English)

San Jose Del Monte National
High School
Aug 2018 – Jan 2019

- Conducted classroom instruction in English for Grade 7 and 8 students under the supervision of a licensed teacher
- Prepared daily lesson plans and learning materials aligned with the curriculum
- Managed classroom behavior and encouraged student participation through engaging activities
- Provided academic support and feedback to students during class and consultations
- Gained hands-on experience in teaching, communication, and classroom management

SKILLS AND INTEREST

- Excellent verbal and written communication skills
- Active listening and empathy
- Conflict resolution and problem-solving
- Experience in face-to-face and remote customer service
- Strong interpersonal skills
- Knowledgeable in Microsoft Office (Word, Excel, PowerPoint) and Google Workspace (Docs, Sheets, Slides, Gmail, etc.)
- Canva (basic to intermediate graphic design skills)
- Basic video editing (e.g., CapCut, PowerDirector, or similar tools)
- Familiarity with ChatGPT and other AI tools
- Social media content creation and engagement
- Basic content writing and copywriting
- Movie reviews and recommendation writing
- Interest in blogging, social media posts, and digital storytelling
- Understanding of audience engagement and tone adaptation
- Fast learner and adaptable to new tools and environments
- Team player with the ability to work independently
- Time management and multitasking
- Organized and detail-oriented
- Helping and connecting with people through meaningful conversations
- Exploring new digital tools and creative platforms
- Personal development through online learning and writing
- Passion for communication, education, and storytelling

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

CONCENTRIX | FEBRUARY 2024 – JULY 2025

- Resolved inquiries and issues via phone in a timely and professional manner.
- Assisted merchants in managing their online stores, including adding and updating product listings.
- Collaborated with internal teams to escalate and follow up on technical issues.
- Ensured high customer satisfaction by delivering clear, solution-focused support.

CUSTOMER EXPERIENCE REPRESENTATIVE

ALORICA TELESERVICES, INC. | FEBRUARY 2022 – SEPTEMBER 2023

- Assisted customers with placing orders and cancellations, and managing account creation or deletion.
- Updated customer account information, including contact details and payment methods.
- Provided real-time support to delivery riders with routing, delivery status, and live delivery queries.
- Assisted delivery person with tax-related concerns and documentations.

USHER / PORTER

SM LIFESTYLE ENTERTAINMENT, INC. | NOVEMBER 2019 – JULY 2020

- Assisted moviegoers with seating and verified ticket information for proper admission.
- Monitored movie quality, including lighting and sound, ensuring a smooth viewing experience.
- Enforced cinema policies to prevent unauthorized recording and maintain audience compliance.

REFERENCE

Jaymee Kieth Layante

Customer Service Representative

09125445852

Marina Dullete

Customer Service Representative

09978816577

Jansen Santos

Customer Experience Representative

09983986365