



KRISTYL FAITH CAINGLES

Motivated and results-driven professional with extensive experience as a Customer Service Representative in travel accounts and Associate Customer Support in retail. Recently completed training in Product Researcher skills, enhancing my ability to analyze market trends and customer needs. Eager to leverage my strong communication, problem-solving, and research capabilities to deliver exceptional service and contribute to a forward-thinking organization that values customer satisfaction and innovation.

CONTACT

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EDUCATION

Pardo National High School

Poblacion Pardo, Cebu City
S.Y 2013-2014

Pardo Elementary School

Poblacion Pardo, Cebu City
S.Y 2009-2010

SKILLS

- Customer Service
- Product Research
- Appointment Setting
- Attention to Detail
- Time Management
- Flexible

CERTIFICATES

- **General Virtual Assistant Training (5-8 hours) –**
Completed comprehensive training on virtual assistant duties, including administrative tasks, communication, and time management. Certificate awarded upon completion.
- **Medical Virtual Assistant and Medical Billing Training –**
Completed specialized training in medical administrative support and billing processes. Gained expertise in managing healthcare data, patient communications, and insurance coding. Certificate awarded upon completion.

WORK EXPERIENCE

CASHIER

Jollibee Fast Food Chain | Oct 2017-Apr 2018

- Assist customers in the in-store, check-out process.
- Responsible for processing payments from customers, handling cash and transactions, and providing excellent customer service.

ASSOCIATE CUSTOMER SUPPORT

Techmahindra Cebu | March 2021-Aug 2021

- Assist customers with their needs, such as processing orders, handling bills, and issuing refunds.
- Provide them with high-quality service to ensure their satisfaction.

CUSTOMER SERVICE REPRESENTATIVE

SYKES ASIA CEBU | Aug 2021- May 2022

- Processed customers' hotel and car bookings, handled credit transactions and issued refunds.
- Assisted with resolving booking issues, provided detailed information about services, and ensured a seamless customer experience by addressing inquiries promptly and professionally.

FASTTRACK FBA

Amazon VA Training | Sept 2024- Oct 2024

- Trained in the fundamentals of Amazon product research and market analysis.
- Gained proficiency in tools like SellerAmp SAS and Keepa for effective product tracking and sales forecasting.
- Developed compelling product listings, promotional graphics, and market reports.