



# JONE DAVIS

GLOBAL MARKETING SOLUTION TEAM/  
OPERATIONS&CUSTOMER SERVICE PROFESSIONAL



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City, State, Zip



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## TECHNICAL FORTÉ

Mac systems and Microsoft Office  
| SAP and logistics systems | Ability to  
work under pressure

- Proficient in using computers (MS Office) to enhance the speed and accuracy of administrative tasks
- Promote effective use of technology and Saves Organization Cost, Time and Resources

## EDUCATION

### SOME UNIVERSITY

Bachelor of Science, May 2011

Specialization: Athletic Training (Sports Medicine)

## PROFILE

Performance driven, goal oriented and highly resourceful administration/operations and customer service management professional, with 8+ years of experience in executing organizational strategies for continuous revenue and profit improvements, and efficient business operations in fast-paced customer-centric environments.

- Diverse experience in hotel/hospitality, contact center, and corporate environments established proficiency in consultative selling techniques, customer servicing, office management, team management, and staff training.
- Rapidly assess and prioritize projects, based on process flow, complexity, timelines, and man-hours required. Adept at marketing coordination, meeting planning, and event planning.
- Versatile multitasking professional, adept at providing exceptional executive support, managing multiple projects, and streamlining office operations for major productivity gains.
- Highly recognized for providing support to top management and cross-functional teams, encompassing sales, marketing, administration, etc., in the form of presentation and reports, and query resolutions.
- Combine client-focused work ethic with proactive problem-solving strengths. Enthusiastic team player with quick-study capabilities, appreciated by others for willingly stepping up to any challenge.
- Interact easily with people of diverse backgrounds, cultures, and professional levels and possess excellent relationship building skills. Resourceful and analytical nature improves operational efficiency and productivity.

## WORK EXPERIENCE

### POSITION

Company / Location / 2017 – Present

Present Maximize productivity and efficiency of administrative operations, through organizational, multitasking, and task prioritization skills. Add value to the supportive role by assisting the General Manager and team with general administration, business correspondence, reports and presentations, and vendor (external partner) management.

- Timely manage and maintain multiple calendars, along with scheduling meetings, orchestrating events, arranging travel, tracking expenses and prioritizing emails.
- Accelerate coordination of internal/external office events while managing logistics, vendor coordination, filing and record keeping, and office supplies.



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## LANGUAGES

Japanese - Native

English - Professional knowledge

Mandarin (Chinese) - Basic

## WORK EXPERIENCE

### POSITION

Company / Location / 2013 – 2017

Performed rotational roles as customer service officer and service administrator. Entrusted to serve as a Back-Up Manager to assist the team manager in supervising 16 advisors in the contact center environment. Leveraged leadership skills to institute systems and processes, and develop and measure against quantitative metrics, to improve productivity.

- Performed all aspects of customer service and satisfaction, including answering inbound calls, coordinating special promotions, and providing detailed information for various products and warranty services.
- Recorded details regarding customer conversations, prepared MIS reports for decision making, and managed weekly schedules, along with escalating grievances to respective departments.
- Proactively addressed issues and concerns regarding product, repair and replacement service, with apt resolutions. Assisted with a provision of training on overcoming objections and product value to improve transitional sales success for call center professionals.
- Achieved measurable success contributing to KPIs, quality assurance & profitable call centers/operations with well-trained and highly motivated support teams, driven to ensure customer satisfaction and loyalty.

### POSITION

Company / Location / 2010 – 2013

Responsible for the general administration and profitability of the operation of the front office department, including front desk, telephone, guest relations, business center, room services and F&B operations, for 91 room full-service luxury business and wedding hotel. Additionally, managed room reservations, and supervision of dining restaurant.

- Oversaw and managed a team of 10-15 staffs in the hotel's main dining restaurant. Delivered personal attention to customers to ensure a high level of satisfaction, generate repeat clientele, and encourages word of mouth referrals.
- Demonstrated front office management excellence, by embodying the core values of respect, helpfulness, courtesy, sincerity, and humility. Proactively respond to guests' requests, inquiries, and complaints.