

# Caitlyn Nicole Tapaoan

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## Caitlyn Nicole Tapaoan

San Lorenzo South  
Santa Rosa City, Laguna

09662642974

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## Skills

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- Sales Techniques
  - Customer Relationship Management
  - Multi tasking
  - Conflict Resolution
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## Experience

### TTEC / Customer Support Specialist

Dec 2023 - Feb 2024, Robinsons, Tagapo SRL

Provide exceptional customer service by effectively resolving inquiries and ensuring a positive experience for every client.

### Perfume Corner / Sales Representative

Feb 2020 - Aug 2023, Santa Rosa, Laguna

Maximize sales opportunities by utilizing upselling techniques and providing tailored product recommendations to meet individual customer needs.

Develop and maintain relationships with repeat customers, encouraging loyalty and frequent return visits.

### SamgyupJuan/ Food and Beverage Server

Apr 2021 - Oct 2021, Balibago, Santa Rosa Laguna

Collaborated with kitchen staff to ensure accurate and timely food orders, enhancing overall service efficiency.

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## Education

### University of Perpetual Help / BA Psychology

Sept 2019 - Jan 2020 Biñan Laguna

### MAPUA Malayan Colleges Laguna / Humanities and Social Sciences

Graduated Aug 2019.

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