

# NINIA OLIVA BONZON

## Profile

Customer-focused professional with hands-on experience in customer service, administrative support, and operational coordination. Proven ability to manage high-volume inquiries, analyze data for performance tracking, and support daily business operations with accuracy and efficiency. Recognized for strong communication skills, attention to detail, and a calm, solutions-oriented approach in fast-paced environments. Committed to delivering excellent service while supporting continuous process improvement and team collaboration.



## Work Experience

2024

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2026

### TKL STEEL CORP.

Customer Service Associate

- Handle customer inquiries and service requests across multiple channels, ensuring timely and professional support.
- Process and track orders, requests, and issues using CRM and SAP systems while maintaining accurate records.
- Analyze customer and operational data to identify trends and support service and process improvements.
- Prepare concise reports for performance tracking and management decision-making.
- Coordinate with sales, operations, and logistics teams to resolve concerns and ensure smooth service delivery.

2022

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2024

### Fast Refund Group

Administrative Assistant / Customer Service Representative

- Provided daily administrative support to ensure smooth and efficient office operations.
- Managed schedules, appointments, and meeting coordination with accurate and timely communication.
- Handled inbound and outbound calls, emails, and client inquiries in a professional manner.
- Routed client requests to appropriate departments and tracked issues to ensure prompt resolution.
- Maintained organized records and documentation to support operational accuracy and compliance.
- Assisted in streamlining administrative tasks to improve workflow and team coordination.



## References

**Hazel Ipo**  
Sr. CSA

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CSA Officer

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## Education

### Bachelor of Secondary Education (BSEd)

Pangasinan Stae University

2009 - 2011

## Expertise

Calendar & Schedule Management

Workflow Coordination

Customer Support

ADMINISTRATIVE OPERATIONS

## Language

English

Tagalog



# NINIA OLIVA BONZON

## CUSTOMER SERVICE / ADMINISTRATIVE ROLE

I am writing to express my interest in the Customer Service / Administrative position at your company. With hands-on experience in customer support, administrative coordination, and data-driven reporting, I bring a strong commitment to delivering excellent service while supporting efficient daily operations.

In my current role as a Customer Service Assistant at TKL Steel Corp., I manage high-volume customer inquiries, maintain accurate records using CRM and SAP systems, and analyze operational data to identify trends and areas for improvement. I regularly collaborate with internal teams to resolve customer concerns efficiently and contribute to process improvements that enhance both customer satisfaction and workflow efficiency.

Previously, as an Administrative Assistant and Customer Service Representative at Fast Refund Group, I provided comprehensive office and client support. My responsibilities included managing schedules, coordinating meetings, handling phone and email communications, and ensuring inquiries were routed and resolved promptly. This role strengthened my organizational skills, attention to detail, and ability to perform effectively in a fast-paced environment.

I am known for my clear communication, strong sense of responsibility, and calm, solutions-focused approach to challenges. I take pride in being dependable, adaptable, and committed to continuous learning, and I am confident that these qualities would allow me to contribute positively to your team.

Thank you for considering my application. I would welcome the opportunity to discuss how my skills and experience align with your organization's needs. I am available for an interview at your convenience.

Sincerely,

Ninia Oliva Gonzales Bonzon

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