

Daisy L. Frias

dalisay2002@gmail.com

HIGHLIGHTS OF SKILLS:

- Graduated REstart Program of Institute of Real Estate Management course-work and Internship
- Recognized for excellent customer service skills during 20 years job experience
- Profound ability to interact with customers from various classes of society
- MS Word, MS Excel, MS PowerPoint, Outlook
- Bilingual in English and Tagalog

EXPERIENCE:

Internship

Gateway Family Apartments

San Diego, CA

02/2013 – 4/2013

- Communicated with tenants and other individuals to answer questions, explain information, take maintenance orders, and address complaints
- Recorded customer interactions, inquiries, complaints, comments, as well as actions taken
- Reviewed leases, delivered notices, answered phones, shopped competition and gave tours
- Performed general office duties such as typing, compiling, copying, sorting, filing records, and operating office machines

Caregiver

In Home Supportive Services, Inc.

San Diego, California

04/2012 – Present

- Customer service in a personal and delicate environment as in-home caregiver
- Cared for the incapacitated, providing companionship and help in adjusting to new lifestyles
- Administered bedside and personal care, such as ambulation and personal hygiene
- Household administration, scheduling, record keeping, meal planning and client transportation

Flight Attendant

Philippine Airlines

Manila, Philippines

10/2000 – 05/2010

11/1988 – 07/1998

- Established rapport and delivered efficient customer service by greeting, assisting and serving heated meals, snacks and beverages to passengers
- Responded to passenger inquiries and complaints such as flights, aircraft, weather, travel routes and services, arrival times, and/or schedules
- Resolved passengers' complaints by obtaining and examining all relevant information and ensured that appropriate changes were made
- Referred unresolved passenger grievances to designated departments for further investigation

EDUCATION/TRAINING:

University of Santo Tomas

Bachelor of Science in Psychology

Manila, Philippines

April, 1986

Employment Apprenticeship and Research Network Inc.

Basic Computer Programming (OWWA Scholar)

Quezon City, Philippines

April, 2002