

SONIA FERNANDEZ

TEAM PLAYER

Committed and Driven by Passion



mariesings22@gmail.com



+65 9725 6807

SKILLS

Leadership

Self Motivation

Creative and Critical Thinking

Communication

Ability to Work Under Pressure

Adaptability

Team Player

Conflict Resolution

Time Management

Decision Making

LANGUAGES

MANDARIN

Full Professional Proficiency

ENGLISH

Full Professional Proficiency

MALAY

Full Professional Proficiency

INTERESTS

FITNESS

SPORTS

SOCIALISING

MUSIC

EDUCATION

DIPLOMA IN COUNSELLING

KAPLAN University

2016 – 2017

GCE 'O' LEVELS

Henderson Secondary School

2009 – 2013

WORK EXPERIENCE

Customer Service Officer

SINGTEL

06/2018 – Present

Achievements/Tasks

- Identify and escalate issues to supervisors
- Recognise, document and alert management of trends in calls
- Resolve customer complaints
- Dealing with Ministry of Manpower Enquiries

Captain

HARRYS BAR

03/2017 – 03/2018

Achievements/Tasks

- Active role in coaching and developing junior staffs
- Established rapport with guests to build guest loyalty and gather constructive feedback to ensure satisfaction of every individual guest.
- Perform shift closing on the Point of sales terminal and tally cash and credit card settlements.

ACHIEVEMENTS

CORPORAL IN GIRLS' BRIGADE (2009 – 2013)

MODULAR SPORTS PARTICIPATION (2009 – 2013)

NATIONAL YOUTH ACHIEVEMENT AWARD (SILVER) (2012)