

Lara Jane M. Amarillo

CUSTOMER SERVICE | ECOMMERCE | LEGAL ASSISTANT

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Professional Summary

A highly motivated and results-driven professional with strong communication and interpersonal skills, dedicated to delivering exceptional customer service and contributing to organizational success. Adept at collaborating with diverse teams, managing multiple priorities in fast-paced environments, and approaching challenges with a proactive, solutions-oriented mindset. Culturally sensitive and adaptable, with a strong commitment to continuous learning and professional growth.

Professional Experience

Macy's (via OfficePartners360/MIR) Onboarding Associate (Mirakl Platform) July 2025 – Feb 2026

- Managed the end-to-end onboarding process for new vendors on the **Mirakl** e-commerce platform.
- Utilized **Salesforce** to track applicant progress and maintain accurate partner records.
- Collaborated on technical documentation and process workflows using **Confluence** and **Jira**.
- Maintained professional daily correspondence with stakeholders via **Outlook** to ensure seamless integration.
- Resolved initial account disputes and setup inquiries to facilitate successful platform launches.

Office Partners360 Customer Service Representative (M&M Law Firm Records Retrieval) July 2022 - May 2024

- Responded to client inquiries and provided timely, accurate updates on medical and legal records requests.
- Coordinated with healthcare providers, legal teams, and third-party vendors to retrieve required documents efficiently.
- Managed escalations by identifying issues and resolving them promptly and professionally.
- Maintained accurate client profiles, case notes, and request statuses in internal systems.
- Ensured service quality and compliance with law firm standards through clear communication and attention to detail.

Mactan–Cebu International Airport Authority Terminal Operations (INTERN) January 2025 – April 2025

- Supported day-to-day terminal operations by assisting in the coordination of passenger movement, contributing to a smooth, safe, and efficient airport experience.
- Monitored flight schedules and gate assignments while coordinating with airline representatives, ground handlers, and airport operations teams to ensure timely aircraft turnaround and seamless workflow.

- Engaged with passengers by addressing inquiries, resolving concerns, and providing accurate information, demonstrating strong customer service skills and adherence to safety and security standards.

WORK EXPERIENCES:

- Participated in routine inspections of terminal facilities, checking cleanliness, security compliance, equipment readiness, and passenger amenities and documented findings to support operational improvements.
- Gained hands-on exposure to airport protocols, emergency procedures, passenger handling processes, and coordination with aviation authorities, strengthening understanding of international airport standards and best practices.
- Assisted in preparing operational reports and incident logs, enhancing situational awareness and contributing to improved communication within the terminal operations team.
- Observed critical airport functions such as crowd management, safety enforcement, baggage handling coordination, and emergency response preparedness, developing a solid foundation for future roles in operations and customer service

ePerformax Customer Service Representative (Telecommunications Account - TMobile) July 2021 - March 2022

- Communicated clearly and professionally with customers, providing accurate assistance and resolving service-related concerns.
- Maintained strong product knowledge on telco plans, promotions, and technical features to offer reliable support.
- Identified and resolved customer issues efficiently, demonstrating strong problem-solving and decision-making skills.
- Handled challenging interactions with empathy, patience, and professionalism.
- Documented customer interactions, resolutions, and account updates accurately in company systems.
- Provided up-selling and cross-selling suggestions when appropriate to enhance customer value.
- Ensured compliance with privacy, security, and data protection standards in all interactions.
- Kept up to date with industry trends, system updates, and changes in telecommunications services.
- Leveraged customer feedback to improve service delivery and enhance customer experience.
- Conducted follow-ups when needed to confirm issue resolution and customer satisfaction.

Education

University of San Jose Recoletos

June 2018 – May 2025

Bachelor of Science in Tourism Management

Magallanes Street, Cebu City, Philippines

Graduated: 24th May 2025

Year: 2018-2025

[Dean's Lister]

Skills and Technical Proficiencies

- Customer service, client support, and billing inquiries

- Data entry, documentation, and administrative support
- Microsoft Office Suite (Excel, Word, PowerPoint, Outlook, Teams)
- CRM and project management tools (Salesforce, Jira)
- Time management, multitasking, attention to detail, and report preparation
- Virtual collaboration and communication tools (Zoom, Teams, Skype, Google Meet)
- E-commerce & CRM Platforms: Shopify, Salesforce, Zoho, CRM, Mirakl Platform
- Project & Case Management: Jira, Confluence, Trello, Lead Docket
- Communication & Collaboration: Outlook, Teams, Cliq, Google Workspace
- Design & Media: Canva, CapCut
- Core Competencies: Dispute Resolution, Customer Onboarding, Logistics Coordination, Service Recovery, Case Management, Legal & Medical Records Retrieval.