



LOVELYN MAE P. RELAYSON

■ CONTACT

☎09521290882

📍Mangan, Banga, Aklan 5501

✉loverelayson@gmail.com

■ SKILLS

- Critical thinking
- Effective communication
- Ability to work well under pressure
- Proficiency in common software
- Attention to details
- Customer Service

■ REFERENCES

Ms. Vivian Ruiz- Solano
former PESO Manager
Aklan Provincial PESO

Apple Joy Alisisis
Global Communications
Trainer at ePerformax
Contact Centers and BPO

Ianna Kyla B. Repedro
HR/Deputy Manager
Aice Alifagold Food
Corporation

■ SUMMARY

Versatile and dedicated employee with a background in front desk operations and customer service. Demonstrated ability to adapt to new roles and responsibilities, providing excellent service and support in both hotel and CSR environments. Eager to leverage skills in communication, problem-solving, and customer relations to contribute to a dynamic team.

■ WORK EXPERIENCE

OFFICE ASSISTANT/ CLERK (MAY 2017-2019)

LGU Aklan Province (20 & 30 days Summer Job)

- Manage administrative tasks, data, and communication, ensuring smooth office operations.

CUSTOMER SERVICE REPRESENTATIVE (AUG 2021-APR 2022)

ePerformax Contact Centers & BPO

- Provide exceptional support, resolve inquiries, and ensure customer satisfaction through effective communication and problem-solving.

FRONT DESK OFFICER (2022)

Boracay Ocean Club Resort

- Manage reception duties, provide exceptional customer service, and ensure a professional office environment.

CUSTOMER SERVICE REPRESENTATIVE (OCT 2025-PRESENT)

Aice Alifagold Food Corporation

- Managing outbound and inbound calls, text and chat and catering customers product orders, applications and payments; handling complains and resolving problems through teamwork; Providing detailed, accurate information about products, services, and company policies.

■ EDUCATION

Infant Jesus School (SHS 2017-2019)

Science, Technology, Engineering & Mathematics (STEM)

Aklan State University (2019- 2021) Undergraduate

Bachelor of Science in
Architecture