**Job Objective**:

 To contribute strong background in customer service, sales coordination, technical support and training management along with unique drive for excellence and success to your firm.

**Professional Profile**

* Goal-driven, dedicated customer service professional with technical background for almost 6 years
* Proven sales performer who is adept at working independently with minimal supervision, as well as contributing and collaborating as productive team member.
* Effective, personable team player with unsurpassed interpersonal skills and demonstrated ability to handle customer questions and objections.
* Enthusiastic, knowledge-hungry self-starter with significant exposure to technical product; eager to meet challenges and quickly assimilate product knowledge; committed to assessing customer and training needs and helping people through technical aspects
* Customer-focused communicator with proven ability to understand and convey complex product information, develop rapport, build strong relationships with customers.
* Motivated achiever cited in performance reviews for excellence in relationship building, obtaining appointments, and taking on leadership roles. Energetic contributor with demonstrable detail orientation and multi-tasking/organizational proficiency.

**Professional Experience:**

**Sales Coordinator / Event Coordinator**

*Lacerna’s Catering Services December 2009 – February 2010*

Job Description: Responsible for accurate and timely issue of quotations and proforma

invoices to customers as required. Meet customers on premises to discuss their catering requirements. Maintain good relations with customers and efficient working environment. Make accurate purchases of material supplies for resale as required and

take customer payment by credit/debit card as required. Assist with negotiations for space contracts and book event space, arrange food and beverage, order supplies and audiovisual equipment, make travel arrangements, order event signs, and ensure appropriate décor (florals, linens, color schemes, etc.) to meet the quality expectations of the customers.

**Operations Trainer,** *Training Department*

*West Contact Services Inc. December 2008 – December 2009*

Job Description:Trains new hire agents with the client’s products, processes and accent. Handles American Accent Training for newly hired agents. Coordinates with operations regarding agent improvement and supplemental training completion. Conducts refresher training. Coordinates with the clients for updates. Creates and updates training curriculum. Creates modules and job aids. Initiates training projects. Contributes ideas for training improvements. Creates curriculum that will suit the need for each training. Takes live calls and performed with excellence.

**Technical Product Trainer,** *Learning and Development Dept.*

*Teletech Cust.Care Management Center Inc. Phils*. , February 2007 – December 2008

Job Description:Trains new hire agents with the client’s products and processes. Training the new hired agents with the basic troubleshooting process and analysis of issues as well as the system tools which are necessary for troubleshooting. Conducts up-trainings to agents for all LOBs. Responsible for pulling out agents for the monthly bucket trainings either web based or leader led training. Sends daily report to operation and the training team. Updates important trackers and coordinates with Operations for training concerns. Reports directly to the deputy manager. Coordinates with clients for training concerns. Creates curriculum and materials necessary for product training development.

**Technical Support Representative,**  Operations - *Chronics LOB*

*Teletech Cust.Care Management Center Inc. Phils*.,January 2006 – February 2007

Job Description: Takes inbound calls for Chronics dept.

Troubleshoot internet connectivity for frequent caller customers. Provides excellent customer service and satisfy customer’s product needs. Do split skill for Home Networking, and DSL dept. Takes leadership roles and gives support to newly hired agents.

**Technical Support Representative,** Operations **-** *Home Networking LOB*

*Teletech Cust.Care Management Center Inc. Phils*., *December* 2004 – December 2005

Job Description: Takes inbound calls for Home Networking.

Troubleshoot internet connectivity routers and modems, home and office connection (wireless, hpna connection and hardwired connection). Multi-tasking. Split skill for High Speed Internet Services and Home Networking. Takes leadership roles and gives support to newly hired agents.

**Technical Support Representative,** Operations **-** *DSL LOB*

*Teletech Cust.Care Management Center Inc. Phils*., May 24, 2004 - December 2004

Job Description: Takes inbound calls for High Speed Internet Services.

Troubleshoot internet connectivity for supported modems and routers. Provides excellent customer service.

**Sales Coordinator**

*Touch Asia Contact Solutions,* November 2003- May 2004

Job Description: Take and process quotation requests from customers, actively seek the conversion of inquiries to orders and act in a customer service role between our

production staff and customers. 100% desk based. Assist Sales / Marketing Executives to prepare quotation for customers if necessary. Attend to call-in customer enquiries and walk-in customers. Update stock level and advise the respective product manager on replenishment of stock.

**Administrative Office Staff**

*House of Research and Development (HRD),* May-October 2003

HRD Pte. Ltd. Economic Processing Zone Authority, Rosario, Cavite

Job Description: Plots Japanese House plans Architrend Software (HRD’s version of AutoCAD). Ensure the quality and accuracy of encoded house plans. Reports directly to manager/supervisor on duty and makes sure that all house plan reports are submitted accordingly.

***Pasay City North High School***

On-the-job training, November 2002-March 2003

Job Description: Under the supervision of cooperating teacher together with the administrators, learned the in-and-outs of the classroom situation as well with the techniques to improve the student’s interests and capabilities in computer and web technology.

**Education**

**Tertiary** : Technological University of the Philippines at Cavite

 BSIE major in Computer Education

 Date graduated: April 4, 2003

**Secondary**: Calvary Baptist Academy

 Date graduated: March 30, 1999

**Primary** : Salitran Elementary School

 Date graduated: March 23, 1995

**Seminar/Awards/Certificates Received:**

**Awarded as the Top Trainer of the Month**

August 2009

West Contact Services

**Awarded as the Top Trainer of the Month**

April 2009

West Contact Services

**Awarded as the Top Trainer of the Month**

February 2009

West Contact Services

**Awarded as the Top Trainer for the Month**

May 2008

Teletech Customer Care Mgmt. Inc Phils.

**Trainer Certification**

*Teletech Cust.Care Management Center Inc. Phils. , January 2008*

**Supervisor Certification**

*Teletech Cust.Care Management Center Inc. Phils. , January 2008*

**STEP Six Sigma White Belt Online Course and Certification Exam**

*Teletech Cust.Care Management Center Inc. Phils. , January 2008*

**Leadership Excellence and Performance – Communicating to Influence**

*Teletech Cust.Care Management Center Inc. Phils* , November 2007

**Communication Skills Training**

*Teletech Cust.Care Management Center Inc. Phils* , July, 2007

**Basic Leadership Training**

*Teletech Cust.Care Management Center Inc. Phils* , March 2007

**Adaptive Coaching for ILT Results**

*Teletech Cust.Care Management Center Inc. Phils* , April 2006

**Agent Training – Balancing Metrics and Quality**

*Teletech Cust.Care Management Center Inc. Phils. , April, 2006*

**Basic Instructor Training**

*Teletech Cust.Care Management Center Inc. Phils. , March, 2006*

**Customer Experience Training**

*Teletech Cust.Care Management Center Inc. Phils. , February, 2006*

**Handling Pre-Chronic Consumers**

*Teletech Cust.Care Management Center Inc. Phils. ,November, 2005*

**Certificate of Completion for SBC 2wire Home Networking Training**

*Teletech Cust.Care Management Center Inc. Phils. ,December, 2004*

**SBC DSL Training**

*Teletech Cust.Care Management Center Inc. Phils. ,July, 2004*

**"Seminar on Moral Recovery Program over Drug Addiction, Smoking and Alcoholism”** Technological University of the Philippines at Cavite**,** September 26, 2000

**Certificate of Passing the Licensure Examination for Teachers.**

October 2005

**Certificate of Excellence for Network Outage Center of Excellence (NCoE)**

*Teletech Cust.Care Management Center Inc. Phils. , January 2008*

Pilot: Spike 1645 8/24/05

**Certificate of Completion for ACE (American Accent Training)**

*Teletech Cust.Care Management Center Inc. Phils. ,July, 2004*

May 2004

**Certificate of Accuracy, HRD (S) Pte.Ltd,**

October 2003

**Certificate of Participation in the Search for the Best**

**Demonstration Teaching,**

Technological University of the Philippines, Cavite, SY 2002-2003

**Areas of Expertise**

* Organizational Skill
* Communication Skill
* Sales Administration Skill
* Classroom Management
* Curriculum and Training Material Development
* Customer Service Skill
* Knowledge in home networking and basic troubleshooting of computers, modems, and routers.
* Microsoft Word, Excel, PowerPoint
* American Sign Language