

**Voltaire**

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***OBJECTIVE:*** *To achieve professional growth within the company and to contribute to the company’s objective in making difference in the industry.*

***SKILLS:***

* Specializes in handling customer satisfaction and complaints.
* With excellent communication skills.
* Proactive and customer service oriented.
* Able to handle multiple tasks and projects simultaneously.
* A team player with good leadership qualities.

***CAREER PROFILE:***

**Ashridge - Hult International Business School**

**Dubai Internet City, United Arab Emirates**

***Client Relations Executive / Telesales Executive***

**January 24, 2016 – Present**

* Professionally process outbound sales and/ or customer service calls.
* Telephone screening calls to interested clients and appointment booking.
* Cold call to identify key decision makers in target companies.
* Respond to clients’ questions and queries.
* Record and verify accurate information on all calls.
* Positively and respectfully communicate with all clients.
* Email follow up on clients’ requests.
* Mailbox and telephone management to ensure all interested clients receive a first contact call
* Promote the entire Ashridge service portfolio when required.
* Support in diverse marketing and sales activities (fairs, events, research etc.)
* Sales and administrative support to the Corporate Client Directors and Middle East Team.

**Mach Flight Support FZE**

**Dubai Airport Free Zone, United Arab Emirates**

***Sales Account Executive***

**February 01, 2014 – January 20, 2016**

* Professionally and effectively employs sales skills to achieve targeted sales.
* Increases the level of sales and business mix from individual clients and maintains accurate and current database.
* Identifies and develops sources of potential clients.
* Effectively communicates with clients via telephone, face to face and written communication.
* Develops and maintains relationships which benefit both clients.
* Achieves sales activities within specified time scales as directed by Business Development Manager.
* Be able to match appropriate services to clients' requirements.
* Be able to demonstrate a full knowledge of all services, relevant selling points and benefits.

**Singapore Telecommunications Limited**

**Exeter Road, Singapore**

***Sales Executive / Customer Service Executive / In Charge***

**May 03, 2011 – May 03, 2013**

* Ensures excellent customer satisfaction levels with every customer engagement.
* Negotiates with customers and effectively closes business deals.
* Identifies potential new clients and developing new accounts.
* Provides customers some basic technical troubleshooting on their IPTV connection.
* Informs existing customers about the company’s ongoing promotions and offers them to upgrade their service. For instance, signing up for Fibre to the Home technology.
* Addresses customers’ queries and complaints regarding their account and provides accurate solutions with regard to their concerns. For instance, when the contract will end and if they are up to date as well with regard to their payment.
* As In Charge, I provide each team member with clear objectives for personal performance and development, regular and constructive feedback and coaching.
* Helps the team members hit their individual target on a monthly basis.

**RR DONNELLEY Global Solutions**

**Mandaluyong City, Philippines**

***Customer Service Executive (ACE Insurance)***

**January 28, 2009 – January 30, 2011**

* Assists Australian customers with their queries and concerns regarding their insurance with our company.
* Provides updated and accurate information to Policyholders about their insurance, for instance, billing status, whether or not they are up to date when it comes to paying their premiums, correct credit card information and billing address, coverage of their insurance, etc.
* Does basic amendments with regard to Policyholders’ name, address and contact number.
* Processes Policyholders’ requests like sending Product Disclosure Statement and Policy Schedule via post or email, changing their credit card details, etc.
* Attends to Policyholders’ needs and complaints and provides excellent customer service assistance.

**CELLUCOM LLC – Member of Al Rostamani Group**

**United Arab Emirates**

***Senior Retail Sales Officer/ Customer Service Executive***

**June 15, 2006 – December 05, 2008**

* Frontline job with direct interaction with customers.
* Provides information to the customers about the products we are selling and attends to customers’ needs and complaints.
* Represents the branch in various trainings and seminars regarding the features and benefits of newly launched mobile phones and I.T products in the market.
* Provides up to date market information to facilitate top management for competitive prices and ensures product availability.
* Responsible for merchandizing, proper showroom decor, stock ordering, market survey, and sending reports to the management. For instance, stock report, footfall and daily sales report.
* Receives defective mobile phones for repair and makes sure that all phones are given proper service within the given period of time.
* Ensures that office filing system and records are properly maintained.
* Receives stock deliveries and prepares customers’ invoices and quotations.

**Focus Care Corporation**

**Pasig City, Philippines**

***Customer Service Representative / Telemarketer***

**September 29, 2003 – March 31, 2006**

* Addresses customers’ queries and complaints with regard to their account and provide them appropriate solutions.
* Provides courteous, accurate and effective customer service to clients. These include resolving technical issues, providing user support and investigating account discrepancies.

***ACADEMIC PROFILE:***

***Bachelor of Business Administration Major in Management***

**Polytechnic University of the Philippines**

***TRAININGS AND SEMINARS:***

* Sales and Management, AKKADEMY Training Center, Knowledge Village, Dubai UAE
* Attended training programs arranged by Nokia, Sony Ericsson, I-Mate, Motorola, Samsung, HP, Acer, Dell, Toshiba and other I.T companies across UAE.
* ACE Limited Insurance Product and Customer Service Training, Philippines.
* Leadership and Sales Training programs across Singapore.

***PERSONAL PROFILE:***

***Nati*onality:**  Filipino

***Date of Birth:***  September 05, 1982

**Gender:** Male

***Marital Status:***  Single

**Character Reference will be available upon request.**