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Xeres

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## Profile statement

**I**

My work experience in handling customer care have gained me with confidence and thus formed me into an excellent

job performer. Given my extensive and professional background, that molded my abilities and knowledge, I strongly

believe I would be an asset to your company.  With 10 years vast experience in the field of Customer Service,  I have

worked in diverse Administrative field concentrating in handling customer coordination with the different conglomerates in UAE supporting different levels of managements

Enclosed is my resume for your perusal. I am available anytime should you need to speak with me over the phone or via

video call.

**Technical Skills**

**II**

MS Word • MS Excel • PowerPoint • Excellent spelling and grammar skills

**PROFESSIONAL EXPERIENCE**

**III**

**Customer Sales & Services Supervisor/ Project Coordinator**

***Sevens LLC, Group of Al Naboodah Enterprise***

October 2012 – Present

Sevens LLC is part if the eminent Al Naboodah which specializes in providing end to end kitchen and laundry solutions

from design to installation. Catering to the Hotels, Restaurants and Government Institute based in UAE & GCC countries

**Roles and Responsibility**

* Taking orders, maintain existing accounts and establish new ones by planning and organizing daily work schedule
* Informs the management by submitting daily activity and reports, such as call reports, weekly work plans
* Monitors Service Engineers/Technicians daily schedule and check related documents/reports are available
* Coordinates and monitors the running activity of technical team for service requests
* Focal point of contact for customers for any service requests e.g. installations and delivery of equipment
* Handle complaints and provide assistance and information
* Systematically monitor the sales by using ”cold calling”
* Negotiate close deals
* Facilitates service contracts as per the business and customer requirement.
* Maintain client service history for trending analysis
* Ensure that purchase orders are done on time and check warranty issues are correct
* Coordinates weekly team meeting addressing individual & group achievements and challenges
* Ensure that the maintenance of service history, installation summary, warranty etc are recorded
* Taking care of the reception area from time to time

**Completed Projects**

1. Double Tree by Hilton Ras Al Khaimah Resort & Spa – Phase 1, Phase 2, Phase 3, Extension
2. Double Tree by Hilton Ras Al Khaimah Resort & Spa – Extension
3. Papa Murphy’s Dragon Mart GC17
4. Papa Murphy’s ENOC 1092
5. Papa Murphy’s Al Raha Mall
6. Papa Murphy’s Mushriff Mall
7. Papa Murphy’s Global Village
8. Papa Murphy’s Dafza Branch
9. Papa Murphy’s World Trade Centre AUH
10. Project Pie Meera’s Citiwalk Dubai

**Branch Administrator/Western Union Operator/Customer Service**

***VG Star pawnshop & Jewelry Corporation***

October 2011 – July 2012

VG Star pawnshop and Jewelry Corporation provides customized loan options to its patrons and also is a reputed retailer

and reseller of high end jewelries, antiques and other collectables

**Roles and Responsibility**

* Undertake money transfer transactions such as pay in and pay out
* Facilitates auctioning of products
* Estimates the value of the jewelry which is provided as collateral for loans
* Acts also as document controller for auctioned items
* Publish daily metrics of cash flow statements
* Set sales targets and track set targets
* Ensure customer satisfaction during and after transaction
* Track loan payments and action on overdue payments
* Ensure accurate pay in’s and pay out’s through a systemized tracking process
* Resolve customer complaints
* Office keys custodian

**HR Assistant, CSR /Jewelry Appraiser/ Cashier, CSR**

***VG Star pawnshop & Jewelry Corporation***

September 2008 – October 2011

**Roles and Responsibility**

* Recruits new employees and prepare necessary docs for on-boarding
* Facilitate smooth induction and orientation for new recruits and discuss general company rules and specifics
* Ensure appropriate manpower trainings are provided either quarterly or yearly basis
* Address employee grievances
* Ensure on time payment of fringe benefits against achieved performance
* Track cash flow and ensure reports are done in due time
* Issue receipts, refunds, credits, or change due to customers.
* Calculate total payments received during a time period, and reconcile with total sales
* Vault custodian - In charge of Jewelries and auction items safe keeping.
* Maintains daily record of all withdrawal and deposited jewelries

**Clerk, Customer Service Representative**

***Department of Trade & Commerce (Govt. of Philippines)***

November 2007 – March 2008

*Department of Trade and Commerce is responsible to monitor, facilitate and encourage commerce in the country*

*of Philippines under the ministry of trade and commerce*

**Roles and Responsibility**

* Maintain ledgers of accounts, fees, petty cash etc.
* Typing and proof reading correspondences of the General Manager
* Relaying messages as per the instructions received
* Organizing and maintaining files and records of both routine and confidential nature
* Interpret routine administrative policies and decisions as necessary.

## EDUCATIONAL ATTAINMENT / TRAININGS

**IV**

**Bachelor of Science in Commerce -** Major in Management

***St. Joseph Institute of Technology***

Graduated: March 2008

**PERSONAL DETAILS**

**V**

Nationality : **Filipino**

DOB : **23 May 1987**

Marital Status : **Single**

Visa Status : **Residence**

Contract Expiry Date: **23 Dec 2016**