

ESPERANZA

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**CAREER OBJECTIVE**

To secure a position with a well established organization with a stable environment that will lead to a lasting relationship in any field. Where dedication and hard work are expected , standards and my communication skills, personnel/client management and services skills will be best utilized.

**WORK EXPERIENCE**

**AXIOM TELECOM**

March 2012 – up to present

**Retail Sales Advisor**

**Duties & Responsibilities:**

* Handling customer queries about mobile's features and benefits
* Executing the company standard sales steps process
* Activating pre-paid and post-paid DU SIM card
* Implementing 5S and updating the communication board
* Ensuring to achieve the monthly sales target and mystery shopper's assessment
* Preparing the daily and monthly sales report
* Providing an excellent customer service

**IBM GLOBAL PROCESS SERVICES**

April 2010 – September 2011

**Customer Service Representative - United Airlines Reservations**

**Duties & Responsibilities:**

* Answering incoming calls from airline customers
* Handling bookings and reservations
* Processing seat selections , special requests , airfare and staff travel requirements including modification and refunds
* Ensuring best customer service in every phone interaction

**SM DEPARTMENT STORE**

June 2006 – May 2007

**Sales Associate**

**Duties & Responsibilities:**

* Providing fast, friendly service by actively seeking out customers to assess their needs
* Executing the sales step process
* Giving information on product features and benefits
* Maintaining the in-stock condition of assigned areas
* Ensuring customer satisfaction

**PERSONAL INFORMATION**

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| --- | --- |
| Nationality | Filipino |
| Birthday | October 23,1986 |
| Sex | Female |
| Civil Status | Single |
| Skills | * Can speak English * Knowledge in computer * Good Interpersonal relations |

**EDUCATIONAL ATTAINMENT**

**College :** Bicol University Tabaco Campus

Tabaco City – Philippines

Major in Biological Science

**Passer :** Licensure Examination for Teachers

Civil Service Examination – Professional Category

**REFERENCES**

**Available upon request.**