**OBJECTIVE:** To be a part of a leading and fast growing company where I can

useandutilizemyknowledgeandskillsacquiredinmypreviousworks

and studies**.** To develop my well being and professionalism.

**QUALITIES:** Highly efficient in professional sales with experience in different fields of sales and successful in the field of selling and managing strategic customers. Well experienced in leading and managing complete sales process for big and major accounts. Result oriented, driven to be the best, ability to make decision that reflects sound judgment using creative problem solving methods to analyze problems, generate option and give a onetime but fruitful resolution. Fast learner – self motivated with a high degree of attention and commitment to work. Willing and able to handle wide variety of tasks. Keen to details and very organize.

**EMPLOYMENT HISTORY:**

***BRITISH ARABIAN CHARTERED SURVEYORS FEBRUARY 2014 – PRESENT***

**ADMINISTRATOR – RESIDENTIAL VALUATIONS**

• Provide office support to the MD and Office Manager

• Provide assistance and preparation of valuations documentation, including but not limited to typing, creating maps, downloading and inserting photographs, arranging appointments, liaising with clients, and any other information or assistance that the valuation team may need

• Maintaining an accurate database of valuations and clients

• Office general administration, such as filing and answering the office phone.

• Attending client meetings with the MD as required.

• Issuing of fee invoices and tracking payments.

• Maintain leave chart.

• Liaising with the external PRO

***DUBAI AUTO GALLERY LLC AUGUST 2011 – OCTOBER 2013***

**CUSTOMER SERVICE REPRESENTATIVE**

• Deal directly with customers either by telephone, electronically or face to face

• Respond promptly to customer inquiries

• Handle and resolve customer complaints

• Obtain and evaluate all relevant information to handle product and service inquiries

• Provide pricing and delivery information

• Perform customer verifications

• Set up new customer accounts

• Process orders, forms, applications and requests

• Organize workflow to meet customer timeframes

• Direct requests and unresolved issues to the designated resource

• Manage customers' accounts

• Keep records of customer interactions and transactions

• Record details of inquiries, comments and complaints

• Record details of actions taken

• Prepare and distribute customer activity reports

• Maintain customer databases

• Manage administration

• Communicate and coordinate with internal departments

• Follow up on customer interactions

• Provide feedback on the efficiency of the customer service process

• Attracts potential customers by answering product and service questions; suggesting information about other products and services.

• Opens customer accounts by recording account information.

• Maintains customer records by updating account information.

• Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best the problem; expediting correction or adjustment; following up to ensure resolution.

• Maintains financial accounts by processing customer adjustments.

• Recommends potential products or services to management by collecting customer information and analyzing customer

• Prepares product or service reports by collecting and analyzing customer information.

• Contributes to team effort by accomplishing related results as needed

**HR ASSISTANT**

• Assumes responsibility for effectively recording, maintaining, and reporting human resource information.

• Ensures that human resource files and records are maintained in accordance with legal requirements and Company policies and procedures.

• Assumes responsibility for establishing and maintaining professional working relations with applicants, visitors, callers, and business professionals.

• Receives and tracks employment applications

• Maintains and projects the Company’s professional reputation.

• Assumes responsibility for related duties as required or assigned.

• Submits employee data reports by assembling, preparing, and analyzing data

• Maintains employee information by entering and updating employment and status-change data.

• Provides secretarial support by entering, formatting and printing information; organizing work; answering the telephone; relaying messages; maintaining equipment and supplies.

• Maintains employee confidence and protects operations by keeping human resource information confidential

• Maintains quality service by following organization standards.

***DWELL HOME***

***LIWA TRADING ENT. (L.L.C) NOVEMBER 2008 – MAY 2011***

**SALES ASSOCIATE**

• Experienced sales professional in beddings like Gant, Nautica, Croscill, Lacoste, Esprit and Paradies.

• Practice professional salesmanship within the guidelines of store policy and department procedures to achieve maximum sales and provide the highest level of customer satisfaction.

• Promote total customer service in a friendly way and as the most important consideration in every transaction.

• To be responsible for till procedure, cash handling & administrative duties.

• Maintain aneat, organized and well-stocked merchandise area. Communicate stock replenishment needs to Store Manager. Is aware of, and implement store policies and procedures.

• Responsibleforadherencetoalllosspreventionpolicies,creditpoliciesandprocedures i.e. credit cards check approvals, discount, return and exchange procedures.

• Conform to the Company dress code and presents image that is consistent with the

Company Standard.

***eTELECARE GLOBAL SOLUTIONS AUGUST 2006 – AUGUST 2008***

**INBOUND/OUTBOUND CUSTOMER SERVICE REPRESENTATIVE**

• Answer inbound calls as well as assist customers who have specific inquiries.

• Build customer’s interest in the services and the products offered by the company.

• Provide personalized customer service of the highest level.

• Update the existing databases with changes and the status of each customer / prospective customer.

• Arrange for the dispatch of products, information packages, brochures etc. to clients and other interested parties.

• Follow up the calls of the client with clerical duties which includes faxing, filling up paperwork, doing checks on credit references as well as liaising with other departments.

• Route calls to appropriate resource.

• Handle and resolve customer complaints.

• Complete call logs.

• Complete call reports.

***WATSONS PERSONAL CARE STORE ( PHILS.) INC. JUNE 2003 – JUNE 2006***

**OFFICE CLERK**

• Communicate with customers, employees and other individuals to answer questions, disseminate or explain information, take orders and address complaints.

• Answer telephones, direct calls and take messages.

• Compile, copy, sort and file records of office activities, business transactions and other activities.

• Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail system and personal computers.

• Compute, record, and proofread data and other information, such as records or reports.

• Review files, records, and other documents to obtain information to respond to requests.

• Maintain confidentiality of papers and documents of the business organization.

***BANK OF THE PHILIPPINE ISLANDS OPERATIONS MANAGEMENT CORP. MAY 2000 – MAY 2003***

**OFFICE CLERK**

• Perform basic office duties such as answering the telephone, direct calls, emails and fax.

• Fill the absence of any office worker and do their duties satisfactorily.

• Participate on tasks requiring added assistance and help the office secretary if needed.

• Make accurate reports and effectively present it to anyone who needs it.

• Handles BPI Express credit card complaints.

• In-charge of some important documents or records and store them for the utilization of the bookkeeping department.

• Cooperate with co-workers to maintain a friendly environment and proper interaction within the office.

• Take inventory of the equipment and other supplies for easier monitoring.

• Keep updates of mailing, filing, database systems and inventory using the computer.

**EDUCATIONAL BACKGROUND:**

• Graduate of Bachelor in Science Major in Psychology

Colegio de San Juan de Letran

1996 – 2000

**PERSONAL DATA:**

Gender : Female

Status : Single

Birth date : March 9, 1980

Nationality : Filipino

Religion : Catholic

  
**Gulfjobseeker.com CV No:** **1466274**