**PROFESSIONAL OBJECTIVE**

To establish myself as a skilled professional and grow in an organizational environment where I can utilize my potentials, collective experiences in the fields of sales, client relations, marketing, telesales, customer service – to which my knowledge and experience and working skills are applied to the optimum. I would like to work with a progressive organization,that offers me a challenging work environment and an excellent growth opportunity in my career whilst continuously upgrading my skill.

**WORK EXPERIENCE**

***Al Gharbia (Arabic Newspaper)***

***Al Jewa Culture & Arts LLC***

***UAE***

***December 28, 2015 until PRESENT Date***

***Account/Media Sales Executive (Marketing – Classifieds, Advertising)***

***Responsibilities:***

* Identifies top spending clients/companies across the magazine, newspaper and online media monitoring through frequency growth/decline
* Obtain and study information about clients' products, needs, problems, advertising history, and business practices to offer effective sales presentations and appropriate product assistance.
* Sells media solutions to a selection of clients both over the phone and face-to-face and to provide these client with the proper media solutions as per their business requirement
* Ensures exceptional professionalism and develops strong working relations to clients, securing business continuity
* Sourcing new clients, identifies business potential, lead generation, bulk emailing
* Prepares cold calling planner/clientele list to deliver maximum revenues
* Submits updated reports, and weekly projections, accurately as required
* Process all correspondence and paper work related to account
* Draws contracts and advertising campaign/plan for client
* Explains how specific types of advertising will help promote their products or services in the most effective way possible.
* Provide clients with estimates of the costs of advertising products or services and informs them of available options for advertisement artwork, and provide samples (Recommend appropriate sizes and formats for advertising, depending on medium being used).
* Establish and maintain professional relation with company officials (General Manager, Director of Sales and marketing, key people…) departments, and advertising agencies to develop promotional plans.
* Attend sales meetings, industry trade shows, and training seminars to gather information, promote products, expand network of contacts, and increase knowledge.

***Gulf News***

***Al Nisr Publishing LLC***

***Dubai***

***August 20, 2013 to November 24, 2014***

***Telesales Executive (Marketing – Classifieds, Advertising)***

***Responsibilities:***

* Identifies top spending clients/companies across the magazine, newspaper and online media monitoring through frequency growth/decline
* Obtain and study information about clients' products, needs, problems, advertising history, and business practices to offer effective sales presentations and appropriate product assistance.
* Sells media solutions to a selection of clients both over the phone and face-to-face and to provide these client with the proper media solutions as per their business requirement
* Process and proof-read Ads for publication as per publish deadlines given
* Deliver advertising or illustration proofs for client approval
* Ensures exceptional professionalism and develops strong working relations to clients, securing business continuity
* Sourcing new clients, identifies business potential, lead generation, bulk emailing
* Prepares cold calling planner/clientele list to deliver maximum revenues
* Submits updated reports, and weekly projections, accurately as required
* Liaises with production team to ensure all deadlines are met
* Process all correspondence and paper work related to account
* Draws contracts and advertising campaign/plan for client
* Explains how specific types of advertising will help promote their products or services in the most effective way possible.
* Provide clients with estimates of the costs of advertising products or services and informs them of available options for advertisement artwork, and provide samples (Recommend appropriate sizes and formats for advertising, depending on medium being used).
* Establish and maintain professional relation with company officials (General Manager, Director of Sales and marketing, key people…) departments, and advertising agencies to develop promotional plans.
* Attend sales meetings, industry trade shows, and training seminars to gather information, promote products, expand network of contacts, and increase knowledge.

***DUBAI FIRST PJSC***

***Emirates***

***June 24, 2012 to July 16, 2013***

***RELATIONSHIP OFFICER (Sales - Credit Cards)***

***Responsibilities:***

* Represents and promotes various credit card products and facilities.
* Generates Daily Sales Report/Company Visits, reporting to Sales Development Manager
* Maintain prospect clientele’s database, generates referral chain with every contact
* Create product interest and encourages prospects to buy
* Schedules Meetings, Appointments for Presentation and Document Collection for credit card applicants
* Achieve monthly target, incentive target as per branch cut-off schedule
* Establish rapport to clients and develop a chain of referrals to generate business to the company

***HOSPITALITY MARKETING CONCEPTS (HMC)***

***United Arab Emirates***

***April 10, 2010 – May 24, 2012***

***TELESALES REPRESENTATIVE***

***Responsibilities:***

* Cold Calling, Lead Generation and Business Sourcing
* Promotes/sells/secures orders from existing and prospective customers through a relationship-based approach.
* Demonstrates products and services to existing/potential customers and assists them in selecting those best suited to their needs.
* Establishes, develops and maintains business relationships with current customers and prospective customers in the assigned territory/market segment to generate new business for the organization’s products/services
* Makes telephone calls and face-to-face visits presentations to existing and prospective customers
* Expedites the resolution of customer problems and complaints.
* Creates and manages a customer value plan for existing customers highlighting profile, share and value opportunities.
* Identifies advantages and compares organization’s products/services
* Supplies management with oral and written reports on customer needs, problems, interests, competitive activities, and potential for new products and services
* Close deals with every prospective and target client as VIP members
* Simultaneously coordinates with the clients for any bookings and reservations with the hotel amenities
* Responsible in promoting, selling and collecting all sales made for the company
* Secures delivery of exceptional customer and VIP service to clients
* Directly reports daily targets and accomplishments to program manager
* Establish rapport to clients, assure satisfaction, respond to queries, solve or refer problems and develop a chain of referrals to generate business to the company.

***TELETECH CUSTOMER CARE MANAGEMENT INC. PHILS***

***Philippines 4200***

***April 13, 2007 - December 30, 2009***

##### CUSTOMER SERVICE / SUPPORT EXECUTIVE

***Responsibilities:***

* Answer incoming telephone calls with an exceptional can-do attitude and smile
* Follow procedures when handling complaints or when dealing with difficult situations
* Assists client’s needs especially with regards to product’s special features and technical troubleshooting
* On-line customer care handling
* Inter-department coordination with co-agents to help & solve the client’s problem utilizing tools & updates given by the company & the client that could help give a resolution to client issues
* Attain a resolution for individual client’s existing problem
* Document all calls with regards to participant inquires accurately using Call Tracking System
* Monitor Call Tracking for responses from administrative team so call returns are done in a timely fashion.
* Follow-up with participants within a 24-hour period in regards to the initial phone call
* Provide quality customer service on every call.
* Communicate clearly and effectively with participants.
* Promote good listening skills while managing call duration.
* Proper coordination of secured and important information of clients to the appropriate department, works with the team as a whole
* Maintaining client specifics through quality guidelines, as well as thru Customer Satisfaction

**QUALIFICATIONS**

* Leadership
* Capable to determine solutions for customers (consultative sales approach)
* Target/ results-orientated and able to work both independently and within a team environment.
* Can handle extreme pressure from a dynamic work environment
* Perfect time management
* Excellent communication and interpersonal skills
* Very proficient with the English language, excellent verbal and written communication skills.
* Detail oriented with strong organizational skills & ability to multi-task
* Able to work without supervision when required.
* Recognizing and managing assertive customer calls.
* Proven ability to problem solve or troubleshoot technical issues
* Capable of handling in-bound & outbound calls thru hard phone & soft phone

**PERSONAL DATA**

Nationality : Filipino

Age : 26 years old

Birthdate : April 7, 1988

Civil Status : Single

Languages : English – British and American Accent – Reading, Writing, Speaking

**EDUCATIONAL ATTAINMENT**

**COLLEGE GRADUATE – Diploma; UAE Attested**

University of Batangas  **March 28, 2007**



**Gulfjobseeker.com CV No:** **1474782**