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**PERSONAL STATEMENT**

A highly-motivated and satisfactory service oriented person who would like to use her excellent management skills and experiences to work for a position in a company that aims to achieve world class standards and utilize strategies in sales and management for the tasks to be assign to achieve maximum sales and overall growth.

**AREAS OF EXPERTISE**

**Customer Service, Management and Administrative**

* Able to help customer what they want
* Ready and able to work individually or with a team management.
* Computer literate and have solid administrative skills
* Able to accurately describe a product features and benefit to clients/customers

**PERSONAL**

* Friendly and outgoing
* Always smartly dressed, articulate and presentable
* Highly organized with an attention to detail and the ability to juggle several things at once, keeping cool under pressure
* Able to respond to time frames and deadline with pace.
* Willing to work on a shift basis including evenings and weekends.
* Have professional spoken and written business English communication

**CAREER HISTORY**

**Sales and Technical Customer Service - Callcenter - Convergys Corp.**

**Associate and Team Leader**— December 2012- January 2016

Responsible for contributing to the overall performance of the account by driving sales at every opportunity and making sure every customer receives exemption levels of service. Manage a group of 15-20 people per quarter.

**Duties**

* Giving a friendly atmosphere at all times with customers.
* Serving challenging customer concerns via phone
* Face to face service, orientation and reports with client from USA.
* Excellent product knowledge.
* Making sure that all concerns are address in a timely and calm manner.
* Up-selling products.
* Record sales, order information and sending report. .
* Ensure improvement for each team member.
* Make sure all team members receive coaching and improvement plan daily, weekly and monthly basis.

**Credit, Retail and Customer Service - Macy’s Credit**

Customer Service Agent — June 2012 to December 2012

**Duties**

* Delivering world class customer experience over the phone.
* Making sure that all concerns are address within the call
* Handling customer’s complaints in a calm manner.
* Up-selling.
* Record sales, order information and sending report to the team leader.

**ACADEMIC QUALIFICATION**

**Polytechnic University of the Philippines** (Mabini Campus, Sta. Mesa, Manila) 2008-2012 **Graduate Diploma –Bachelor’s Degree in Communication Research**

**Other Qualifications**

* Experience in creating a motivated, goal-oriented team environment where members can be successful in selling and answering concerns of customers.
* Coordinated, multitasking and sales oriented and knows how to meet customers’ satisfaction.
* Exceptional multitasking skills and strong physique fit for any job.
* Flexible and able to adapt quickly to any new tasks that are set and have a strong willingness to learn.
* Can to work effectively and professionally even when unsupervised, under pressure and in a busy environment.
* Excellent leadership and management skills
* Analytical, decisive, tactful and results orientated
* Excellent coaching skills to developer account management, selling against competition, negotiations, relationship building and interpersonal skills.
* Proficient with computer and internet applications (Word, Excel, Powerpoint etc)

**PERSONAL INFORMATION**

Gender Female

Marital Status Single