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**CAREER OBJECTIVE:**

* To secure a position that will fully utilize my current competencies.
* To obtain a position in a company that recognizes hard work as key to successful job performance.
* Seeking a position where my strong organizational skills will contribute to company’s success.

**WORK VALUES:**

* Determined and Committed
* Honest and Hardworking
* Willing to be trained and to work overtime

**EDUCATION:**

**Central Mindanao University**

**Bachelor of Science in Office Administration *(****2004 – 2008)*

***Major in Office Management***

Philippines

**ADDITIONAL PERSONAL INFORMATION:**

Civil Status : Single

Nationality : Filipino

Birth Date : June 13, 1987

**WORK EXPERIENCES:**

**Simply Natural Spa Center** - - - **Receptionist**

(December 2011 – January 04, 2016)

* Attend to clients and deal with inquiries on the phone and face to face politely
* Supply information regarding the organization to the general public
* Answer phone calls and respond to customers request and bookings
* Tidy and maintain the reception area in order
* Receive and sort mail and deliveries
* Ensures knowledge of staff movements in and out of organization
* Process daily cash and credit card transactions

**Qualfon Philippines Inc.**

(June 2010 – November 2011) - - - **Customer Service Representative**

**Technical Support Representative**

* Answer phones and respond to customer requests.
* Provide customers with product and service information.
* Providing excellent customer service to everyone who called asking for assistance.
* Providing customers with a positive, helpful experience in doing business with.
* To remain calm and polite when speaking to customers on the phone, particularly because customers frequently only contact call centers when they have a problem.
* As a Customer Service Representative in a Call Center Industry, We do our best to listen carefully to our customer, resolve any problems or issues quickly.
* Follow-up on customer inquires not immediately resolved.
* Identify, research, and resolve customer issues using the computer system.
* Responsible for maintaining a professional and satisfied relationship with clients and customers by providing product and service troubleshooting while educating about the features and benefits of their purchase/subscription.

**GT Industrial Development Inc.**

(March 2009 – May 2010) - - - - **Sales Coordinator**

* Communicates effectively with customers (internal and external) and superiors.
* Demonstrates teamwork by cooperating and assisting co-workers as needed..
* Prepares price quotations for customers,generates job orders and purchase orders.
* Updates sales orders and communicate to customers regarding shipping delivery details.
* Attend to call-in customers inquiries, including walk-in customers.
* Updates the changes in customer information, job products and price change information.
* Communicates with Production with regards to purchase orders, job orders and necessary changes.
* Facilitates and maintain an orderly filing system of quotations, P.O.’s, sample and other documents related to sales.
* Handles difficult situations effectively.