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**Career Objectives** To be given an opportunity to obtain a challenging position in a company that would enable me to gain additional knowledge for self development. To join an organization where I can use the expertise and skills I have acquired.

**Work Experience**

**Feb - 2014 CUSTOMER SERVICE SUPERVISOR, NATIONAL CATERING COMPANY**

**Present** Assigned in Souq Planet, Madinat Zayed branch. Assisting customers in introducing the first self- scanning grocery shopping system in UAE (both hand held device and mobile application). Handling customer complaints and requests, admin tasks such as registration of loyalty cards, sales daily and monthly, customer count, sales and LPO of Etisalat, wastages of all departments and cross selling of other products offered by NCC (e.g. Slim and Lite). Cross trained in POS and merchandising.

**Feb - 2012 TEAM DEVELOPMENT LEADER, VXI GLOBAL HOLDINGS BV**

**March 31, 2013** Generates management reports. Handling admin tasks for team’s compenben and communicate to HR. Monitors and analyzes individual and team’s performance. Creates an open communication between management and team members.

**June – 2011 SUBJECT MATTER EXPERT, VXI GLOBAL HOLDINGS BV**

**Feb – 2012** Monitor CSR’s under certification process. Acts as an OIC in the absence of the Team Leader. Assists team leader in generating management reports. Actively participates and creates projects for the LOB. Supports team by responding on queries about team’s processes.

**Nov – 2010 SUPPORT SPECIALIST, VXI GLOBAL HOLDINGS BV**

**May – 2011** Handles Western Union Money Transfers by Phone account. Provides inbound phone assistance for sending or receiving money transfers and changes on money transfer transactions.

**Feb – 2009 CUSTOMER SERVICE REPRESENTATIVE, HINDUJA GLOBAL SOLUTIONS**

**Sep - 2010** Handles a small group account of a Health Insurance company in USA. Handles inbound phone assistance in queries about their health insurance benefits coverage and explain claims for benefits used. Also, contact providers for member appointments and benefit coverage and any related claims issues.

**April - 2006 CUSTOMER SERVICE REPRESENTATIVE, ICT MARKETING SERVICES INC.**

**June - 2007** Handles outbound account for household and Business to Business phone survey.

**July- 2005 CUSTOMER SERVICE REPRESENTATIVE, ADVANCED CONTACT SOLUTIONS**

**Dec - 2005** Handles inbound account for Direct TV. Main call concerns are activation of account, bill explanation, PPV purchases, and billpayments, reactivation of account, Level 1 technical assistance and request to cancel service.

**Oct - 2004 JOHN J REYNOLDS MARKETING SERVICES**

**June - 2005** Offer non collateral loans for CitiFinancial in CAMANAVA area. Search for possible clients through company visits and outbound calls to companies within the area. Set appointments through Human Relations Officer and explain product to employees and managers.

**June- 2004 ADFLUENT ADVERTISING**

**Sep- 2004** House to house selling of privileged cards.

**EDUCATION**

**LYCEUM OF THE PHILIPPINES UNIVERSITY,**

Bachelor of Arts in Communication Arts Major in Broadcasting, March 2004.

2000 – 2004

**SIBUL SPRINGS HIGH SCHOOL**

High School Diploma, March 2000.

1997 – 2000

**TRAININGS ATTENDED**

November 2010 **WESTERN UNION MTBP PRODUCT TRAINING**

 SM Cyber 2 Jupiter and Zodiac Sts. Cor. B

February 2009 **AETNA HEALTH INSURANCE SMALL GROUPPRODUCT TRAINING**

 HGSL, Philippines

July 2005 **DIRECT TV CUSTOMER SERVICE PRODUCT TRAINING**

 Advanced Contact Solutions, Philippines

**PERSONAL BACKGROUND**

Born on February 1, 1984 in Bulacan, Philippines. Fluent in English and Filipino language. Knowledgeable in Microsoft Office, Basic Financial and Insurance concepts. Interests include interacting with people and music. Skills include assisting people, coordinating with team members and facilitating team events. Dependable team worker, enthusiastic to learn new things, quality oriented, responsive to feedback and flexible.