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**CAREER OBJECTIVE**

Seeking a position where I can maximize my management skills experience in the area of Call Center and Retail/Hospitality industry as part of a progressive and innovative company.

**PROFESSIONAL** **EXPERIENCE**

**EXPERIENCED CUSTOMER SERVICE REPRESENTATIVE / ACCOUNT CONSULTANT**

**TOY'S R US CREDITCARD**

SYNCHRONY FINANCIAL PHIL

March 2015 to February 2016

* Ensure that customers problem is brought to a satisfactory conclusion.
* Customer service oriented skills
* Ability to deal with customers using excellent interpersonal-communication skills resulting to VOC promoter score.
* Confident and articulate telephone manner.

Other companies: Convergys Corporation PHIL. (Sept. 2011-2014) / CITIbank PHIL. (Oct. 2014 - 2015)

**ADVERTISING OFFICER/BANQUET SUPERVISOR**

Ouan’s Worth Farm & Resort PHIL.

March 2003 – October 2009

* Marketing and promotions of Seminar/Special Events & Educational Tour Packages to private institutions and government sectors.
* Over-all supervision of special events such as weddings, debuts, birthdays including parties, family & cause oriented events, tie-up and ex-deal sponsorship.
* Documentation of events such as scrapbooking, flash presentation and AVP.
* Supervise butterfly propagation from mating, breeding, larva rearing, pupa harvest and hatching to identifying butterfly species and gender.
* Handle/supervise Educational Tour and give lecture on butterfly life cycle, animal petting & feeding.
* Flexible working schedule as large events may dictate.
* Ability to read and follow Banquet Event Orders and floor plan, and set up rooms accordingly.
* Coordinate and supervise the execution of all banquet functions to ensure clients' specifications are adhered to and that the function runs smoothly and efficiently.
* Maintain and refresh all function rooms as needed. Maintain cleanliness of pre-function banquet areas.

**PHOTO RETOUCHER / MARKETING REPRESENTATIVE**

Vilda's Digital Photography

June 2005 - 2006

* Marketing of Photography Graduation Packages to all private and public schools.
* Setting of appointment to interested schools.
* Responsible in applying make-up to all graduating students.
* Responsible in enhancing the image of existing photograph through Photoshop using certain artistic enhancement techniques.

**EDUCATIONAL BACKGROUND**

Collegiate : **Bachelor of Arts Major in Advertising Management**

Maryhill College 1997-2002