Mary.260886@2freemail.com

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| **CAREER OBJECTIVE:****JOB EXPERIENCES:**Sep 2015 – Jan 2016 (5 months)Oct 2014 - Jan 2015(3 months ) | Seeking an administrative support position with a company that will allow me to fully utilize my communication, organizational, and problem solving skills. I want to succeed also in an environment of growth and excellence to meet personal and organizational goals.**Ticketing/Reservation Agent**  **Cebu Pacific Air** | Industry Call Center / Airlines / BPOSpecialization Airline ReservationRole Customer Service* Assist customers’ inquiries about the promo and fare rates.
* Manage new booking, rebooking, rerouting, and cancellation request of passengers.
* Process name correction and update information request of passengers.
* Answer general inquiries about the flight details and other concerns of passenger about their flights.

**Customer Sales Representative (Project Based)****Sitel Philippines Inc**. |  |
|   | Industry | Call Center / IT-Enabled Services / BPO |
|    | SpecializationRole  | Sales - Retail/General Customer Service |
|   | * Assist the customers’ inquiry about the availability, discount, promos and other details that they see on the website.
* Process service recovery when the customers’ received damaged broken and defective orders.
* Track the customers’ package when missing or not arrived on time about their orders.
* Perform outbound call to the carrier to follow-up and to track the customer orders when it was lost, missing or not yet arrived.
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| Mar 2014 - Sep 2014(6 months ) | **Scheduling Admin- Analyst (Project Based)****Shell Business Service Center- Manila** |  |
|   | Industry | Oil / Gas / Petroleum / BPO |
|   | Specialization | Logistics/Supply Chain |
|   | Role | Analyst/Consultant |
|   | * Quantity adjustment of material, volume and pricing of customers’ BOL (invoice receipt) using SAP Manual Front End due to disputes.
* Assist inquiry of other colleagues in the organization from different country about the customers’ receipt (invoice receipt).
* Perform outbound call to the customers’ to verify some information on the receipt.
* Clears the error on the system from the different depot of plants that goes on the system.
* Sending daily reports to team for daily productivity.
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| Mar 2012 - Oct 2013(1 year 7 months ) | **Sales Admin Assistant****PLDT- SME-Nation** |  |
|   | Industry | Telecommunication |
|   | Specialization | Clerical/Administrative Support |
|   | Role | Management |
|   | * Evaluate/screen the agent sales if the minimum requirement of sales was met to declare as sales for the day.
* Responsible for the daily closed deals/sales report of the team to be send to the Supervisors and Sales Head.
* Transmitting sales report to MIS Department (Management Info System).
* Consolidating Revgen Pipeline and Revcon Pipeline reports of all sales agent.
* Order necessary office supplies for the team for our monthly usage.
* Perform outbound call to client to verify if the detail on the application form was correct.
* Monitoring installation of sales using by using our system such as ICMS, Kenan and CRM (Siebel).
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| Jul 2008 - Mar 2012(3 years 8 months ) | **Supplies and Parts Assistant (Sales Assistant)****Microbase, Inc. (HP Authorized IT Service Center and Reseller)** |  |
|   | Industry | Computer / Information Technology (Hardware) |
|   | Specialization | Clerical/Administrative Support |
|   | Role | Management |
|   Jul 2007 - Jan 2008 (6 months ) | * Responsible to assist client inquiries and purchases through call, walk-in customers and answered inquiries via email.-
* Manage to create and sends formal quotation for the client.
* Process purchase order for the client.
* Inquiring and purchasing items to suppliers.
* Schedule deliveries of the client orders.
* Coordinate scheduled delivery to our messengers.
* Responsible for receiving peripherals from suppliers.
* Manage and create sales order using the system
* Logging all the incoming items/peripherals from different suppliers into the inventory log sheet.

 **Receptionist****Golden Future Int’l Manpower Agency, Inc**. | Industry ManpowerSpecialization Clerical/Administrative SupportRole Management* Serve visitors by greeting, welcoming, directing and announcing them appropriately
* Answer, screen and forward any incoming phone calls while providing basic information when needed.
* Receive and sort daily mail/deliveries/couriers
* Update appointment calendars and schedule meetings/appointments
* Perform other clerical receptionist duties such as filing, photocopying, collating, faxing etc.
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| **Education** |
| 2007 | **Polytechnic University of the Philippines (PUP)**Bachelor's/ College Degree / Tourism/ | Philippines |
| **Skills** |
|  |  Microsoft Office (Excel, Word, Power Point), CRM, SAP |
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 **ABOUT ME:**

 Status: Single

Age: 29yrs. Old

Birth date: Nov. 5, 1986

Religion: Catholic