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 **PROFESSIONAL OBJECTIVE AND PROFILE**: Desired to join the path of the people behind productivity and excellence to achieve professional and personal growth with the progressive company that would lead the way for a related career and to impart the knowledge, skills and principles into action where my work experience will have valuable application and utilization of my opportunity for advancement.

**SUMMARY OF QUALIFICATION**

* Experience working in diverse retail sales, and customer service environment. Develop reputation for personalized, high quality service.
* Excellent communication, organize, and multi-tasking skill. Work well independently and as a contributing member of the team. Consistently awarded additional responsibilities with a proven record of achievements in Customer service and employer expectations
* Provided face-to-face customer services and built strong customer relationship, handled cash and kept proper records of all transactions.
* Customer-oriented, with the ability to develop lasting relationships with new and existing customers through careful listening skills, attention to detail, and providing service beyond expectation.
* Exceptional interpersonal and communication skills; build positive customer relationship.
* Skilled in areas of order processing, Administrative Writing Skills, SAP System, SAP POS, filling, Data Entry, inventory control, merchandise and cashier management. Proficient in Microsoft office ( Ms Word, Excel and Power point)
* Assist other Administrative staff in filing, organizing files, letters and documents, copying, typing and other tasks as necessary.
* Effective team member. Motivate other team members to achieve goals use people skills to build group involvement and support management.

**PROFESSIONAL EXPERIENCE**

**Al Futtaim private company llc**

**senior technical support / senior support stAFF**

**Customer Service Representative**

* Ensuring that whist the guidelines relating to handling returns and exchange are consistently adhered to, the customer service levels are consistently met and exceeded by the store staff at every point of customers.
* Keeping records of the inventory of customer products sent for repairs as well as repair of stock items, for the purpose of ensuring stock credibility as well as controlling the down time, as it would have direct impact on customer satisfaction with the service provided.
* Ensure all logged by Call Center departments responded through within specified time, continuous follow up and communication to respective departments.
* Deliver prompt and professional solutions for customer inquires through emails and telecommunication.
* Research, prioritize and resolve customer issues in timely and accurate fashion.
* Maintain broad knowledge of all company products, services and promotions.
* Ensure proper communication sent through service centre and continuous follow up to accomplish the desired task in related to repair procedure and customer feedback.
* Prepared necessary documents for processing Service Centre payments.
* Compliance with Customer Service S.O.P (Standard Operation Procedure) in store facility leading to efficient and profitable guidelines.
* Attends the calls and queries promptly, courteously and operates paging system.
* Monitoring the Direct delivery and installation schedule / Store delivery, plan schedule and road maps for the drivers; communicate with vendors, Warehouse team ensure that all the products and accessories required for a customer delivery are included and delivered on time.
* Work with product and sales teams to address and resolve customer issues efficiently.
* Assist and perform all functions relating to the handling of cash.
* Providing support to the sales.

A Dubai Quality award winner corporation **EGPC (Emirates General Petroleum Corporation)** ISO- 9001 Certified 1998 (Quality Management)

**Emirate Retail and Filling Station as Retail Customer Service Assistant**

* Provide polite and efficient service to the customer.
* Communicate appropriately with customers including proactive greeting and acknowledgement
* To take ownership and effectively deal with customer requests queries and complaints
* Communicate effectively with customers, management, and staff
* Follow procedures for dealing with specific customer orders.
* Perform all functions relating to the handling of cash or merchandise in accordance with corporate policies
* Accurately and efficiently process cash, coupon, vouchers and credit/debit card payments
* Calculate daily/shift payments received and reconcile with total sales
* Develop Strategies for ongoing sales and Promotions, which maintain customer base and high level of customer satisfaction.
* Responsible for selling promotional product merchandise to customers in retail environment through crosses selling to achieve growing profitability throughout tenure
* Resolve all customer complaints in a manner consistent with company policy, and with customer satisfaction in mind.
* Process orders, SALIK forms, WASEL and DU applications
* Contribute to the overall display within the store environment, including stocking/replenishing merchandise.
* Maintain professional relationship with customers and co-workers. Fulfill customer service needs by communicating daily with them, appropriate following up, and problem resolving.

 **International Data Conversion Solution Inc., Philippines**

 **Data Entry / Encoder**

* Reviewed charge documents for accuracy as well as corrected errors, return documents to source or enter missing data. key in codes necessary to process information
* Administered and maintained data entry requirements by following data program techniques and procedures.
* Prepared source data by compiling and sorting information and established entry priorities
* Input text and data from documents into spreadsheets, databases or electronic files.
* Input all sensitive data and accounting information into the databases and electronic files.
* Pay attention to details and input data correctly and accurately.
* Crosscheck and verify data keyed into the databases for accuracy.
* Correct incorrectly entered data and Resolve discrepancies by using standard procedure.
* Processed customers account source documents by reviewing data for deficiencies.
* Verified accuracy of data, compiled spreadsheets by combining data from various systems.
* Maintain control of input documents by properly following batch control procedures and maintain database
* Enters specific codes into the computer terminal in order to call up the required entry screen needed to input information

 **WORK HISTORY**

2011-Present **Customer Service Representative** **Al Futtaim Private Company LLC**

2005-2011 Retail Customer Service Assistant Emirate General Petroleum Corp.U.A.E

2004-2005 Data Entry/Encoder International Data Conversion, Philippines

 Solution Inc., Philippines

Feb.2001-July 2001 Counter Person CHOW KING Garden Food Service Corp. Philippines

2000-2001 Team Member BURGER KING, Philippines

Feb.2000- July 2000 Service Crew WENDY”S When Phil Corp. Philippines

 **EDUCATION**

1998-2002 **City College of Manila** Sta. Cruz Manila, Philippines

* **B.S. Bachelor of Arts** in **Political Science**
* Graduated

 **ACHIEVEMENTS**

 **For the Sincerity and Outstanding Contribution in Dedication to Work**

 **Spotted Award (April 2012) Spotted Award (January 2013)**

 **Star of the Month (October 2007) Star of the Month (November 2009)**

 **Star of the Month (March 2009) Star of the Month (February 2011)**

**TRAININGS / SEMINARS ATTENDED**

* Training of Problem Resolution Skills ( Oct. 2013)
* Training of Business Telephone Etiquette (June 2013)
* Customer Service Mind Set Training ( 2012)
* Certificate of **Basic Arabic Course 1** (Reading and Writing) Abu Bark Islamic Center ( Apr-June 2009)
* Certificate of Light Motor Vehicle from Emirates Driving Institute (Oct 2009)
* Certificate of Manual Motor Vehicle from Socialites Driving Institute Philippines ( June 2008)
* Certificate of **MS WORD Filipino Computer Club (FCC)** Dubai (Oct.-Dec 2008)
* Certificate of **MS EXCEL** (CORE) **Filipino Computer Club (FCC)** Dubai (Oct.-Dec 2008)
* Certificate of **MS POWERPOINT** **Filipino Computer Club (FCC)** Dubai(Oct.-Dec 2008)
* Cash Register Training on Ruby Verifier (20/10/2009)
* Basic Fire Fighting ( EMARAT Central Workshop Training Center) (18/09/2005)
* Guest Approach Training

**Skills**

* Ability to communicate with customer or guest using intercom system for instruction.
* Excellent communication, organize, and multi-tasking skill. Demonstrate strong work ethic.
* Ability for verification of data input and correct errors
* Ability to perform clerical and Administrative duties such as filing, typing, faxing, answering phone
* Ability to work under pressure- was able to handle customer when it is busy.
* Excellent in Interpersonal and communication skills-verbal and written
* Customer Service oriented and detail-oriented.
* Can work with minimum supervision and work independently
* Result oriented, accurate, adaptable, Flexible, hardworking, Self-motivated, productive, dynamic, proactive and reliable.

**Language:**

* English
* Tagalog