

**Herbert Balatbat Punsalan**

***Dubai, UAE***

Visa Status: Tourist Visa

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**I. Work Experiences:**

**Philippine Prudential Life Insurance Company, Inc.**

*Ortigas Center, Pasig City, Philippnes*

* **Branch Service Supervisor *(August 2013* *–January 2016*)** 
  + Regional Supervisor for Retail Office and Telemarketing Office Channel.
  + In Retail Office, invite, present, offer and sell products face to face.
  + Telemarketing Office, call and cold call, present and sell products to existing and new customers.
  + Promoting product s and services to be provided to existing and potential clients/ customers thru effective and efficient ideas.
  + Ensure excellent customer service for all clients/ customers of the Company.
  + Supervised all Branch Service Associates, Sales and Marketing Agents in their performance and make sure they meet their quota and sales target for weekly, monthly and annual basis.
  + Provides recommendation to Head of Branch Services in the relation to the enhancement/ improvement of target sales, marketing strategies and office.
  + Responsible for submission of all reports to concerned departments on time.
  + Conduct pep talk to the staff at least once a month.
  + Handles and monitor initial state of concerns and conduct conference endorsed by Regulators, lawyers, media and by the President of the company and prepares incident report with recommendation.
  + Responsible for Administrative Services, Customer Service, Reception, Cashiering and Office Operation per branch.
  + Conduct trainings and sharpen their skills to improve their performance.
* **Promoted as Customer Service Officer *(June 2012* *–* *July 2013*)** 
  + Regional Retail Office.
* **Promoted as Officer in charge for Customer Service, Pampanga - Retail *(June 2010* *–* *May 2012*)**
* **Customer Service Representative *(July 2008–* *May 2010*)** 
  + Building relationship with customers which can be offered products for up-self suitable for their needs.
  + Provide excellent customer service.
  + Confirm completed sale closed deal from Sales Department.
  + Attending walk over clients and phone calls regarding concerns and answering queries.
  + Assist clients at any types of visit or request such as inquiries regarding their policy, cancellation, change collection arrangement, change CA details, giving option to downgrade and reinstate.
  + Attending Admin concerns and complaint.
  + Provision of support and services to and for the plan holder/policyholders, which shall include, but not limited to, policy issue, policy service, data encoding and plan holder reception.
  + Checking and tally reports for Customer Service Assistants at the end of the day.

**Danvil Plans Inc.**

*Paseo de Roxas, Makati City, Philippines*

 ***Branch Service Coordinator/ Administrative Services (August 2005 – June 30, 2008)***

* Responsible for carrying out maintenance, relaying purchasing and repair request of building facilities as per instructions from the Admin. Manager for consideration and proper action.
* Responsible for purchases of items such as pantry supplies, office supplies, cleaning materials, sales materials, marketing materials, marketing incentives and related supplies.
* Responsible for monitoring inventory, issuing and establishing the replenishment schedule of marketing incentives, office supplies, pantry supplies, medicine supplies, cleaning materials, marketing materials and sales materials to requesting departments and submitting required monthly reports to Accounting.
* Responsible for day to day assignment of branch office messenger, pantry, and maintenance staffs.

**Big R Store Inc**

*San Fernando, Pampanga, Philippines*

* ***Assistant Receiving Supervisor (October 2004 – February 2005)*** 
  + Accepts deliveries with 100% checking and correctness of goods based on Purchase Order versus Sales Invoice.
  + Checks for the accurate and zero discrepancy accurate in documentation of merchandise received (Sales Invoice, Receiving Authorization and Receiving Confirmation versus Purchase Order) and stocks released versus shipping manifest or delivery receipt.
  + Properly handles merchandise to avoid damage, spoilage and no receipt of damaged or dented merchandise during deliveries.
  + No receipt of merchandise with price discrepancy and promptly reports to Merchandising Department
  + Accurate and timely submission of documents to the Billing Department day after the delivery.
  + Implementation the first-in, first-out system in stocks monitoring.
  + Filing all incoming and outgoing documents of the company.
  + Supervise the warehouse helpers, receiving and logistics staffs.

**II. Education Background:**

***S.Y. 1999 – 2003*** ***Angeles University Foundation***

*Mc Arthur Hi-way, Angeles City*

***Bachelor of Science in Business Administration Major in Marketing***

1. **Skills:** 
   * MS Office (Word, Excel and Power point), Internet, Social Campaign, Presentation and Strategy

**IV. Strengths:**

* + Leadership ability, highly persistent and persuasive, effective team player, results oriented, solution oriented, Staff management, good communication and interpersonal skills, energetic and enthusiastic, always have a positive mental attitude.

1. **Personal Data:**

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| Date of birth | : | April 20, 1983 |
| Place of birth | : | Angeles City |
| Height | : | 5’8” |
| Weight | : | 178 Lbs. |
| Religion | : | Catholic |
| Civil Status | : | Married |

**VI. References:**

* Professional references will be furnished on demand.