**First Name of Application CV No 1637022**

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**OBJECTIVE:**

**To FLY HIGH with anything that I will put my heart and efforts.** To be able to enhance my capabilities that I have learned as a competent professional and to grow with any company that I would be hired.

**WORK EXPERIENCE:**

**SUNG BENG AUTO PRIVATE LIMITED**

336 Circuit Road, Singapore 379494

Position: Customer Service Executive

January 9, 2016 – February 29, 2016

***Job Description:***

* Deal directly with customers either by telephone, electronically or face to face
* Obtain and evaluate all relevant information to handle product and service inquiries
* Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
* Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills.
* Check to ensure that appropriate changes were made to resolve customers' problems
* Perform customer verifications
* Manage customers' accounts. Set up new customer accounts
* Organize workflow to meet customer timeframes
* Direct requests and unresolved issues to the designated resources
* Prepare and distribute customer activity reports
* Maintain customer databases
* Communicate and coordinate with internal departments
* Follow up on customer interactions
* Provide feedback on the efficiency of the customer service process

**CATS MOTORS, INC**

(Dealer of Mercedes-Benz, Chrysler, Jeep and Dodge)

1008 EDSA Greenhills San Juan City, Philippines

Position: Customer Relations Officer

June 3, 2013 – December 28, 2015

***Job Description:***

* Post-Service follow-up call to customer3-days after released of car at service.
* Providing prompt and professional replies to all customer feedback.
* Collect feedback & queries about customer vehicles and service experience.
* Coordinate internally (dealership) by relaying issues/feedback received.
* Ensuring that relevant departments are made aware of concerns raised by customers so that they may carry out corrective action.
* Receives, endorsed and records issues/concerns received from the customer depending on the type of issue/concern (service quality, product quality, attitude of personnel)
* Recording customer feedback details in the system for producing management reports.
* Supporting Customer Sales team and After-Sales team in times of disruption.
* Recognizing possible customer relation cases and, where necessary, keeping records or arranging proactive service recovery.
* Secondary duties to include office administration and attending corporate events
* Maintain the database to a high level of integrity. This includes arranging and overseeing regular data audits and cleaning.
* Monitor report & resolve functional and non-functional errors and problems encountered / observed with the systems.
* Data protection compliance, managing one’s user access to ensure confidential data.
* Develop and regulate standard searches / reports to provide information required by different teams within the organization.
* Develop and maintain database back-up.
* Provide coaching and ongoing support to internal support teams.
* Verification of RTS (return to sender) mails to increase success rate of mail outs.
* Excellent handling of incoming phone calls whether inquiry, requests or complaints.
* Coordinating with courier with regards to department’s mail out requirements.
* Preparation of reports required by the superior.

**CATS MOTORS, INC**

(Dealer of Mercedes-Benz, Chrysler, Jeep and Dodge)

1008 EDSA Greenhills San Juan City, Philippines

Position: Front Desk Officer (Receptionist)

September 21, 2011 – June 2, 2013

 ***Job Description:***

* Responsible for ensuring proper management of the reception area, immediate assistance of external customers/suppliers, excellent handling of incoming phone calls whether inquiry, request or complaints.
* Operate multi-line phone system by receiving and routing calls in an efficient, friendly and professional manner.
* Receives letters/mails and properly distribute it to the concerned department.
* Prepares and received documents from Air21 and UPS for pick-up & delivery.
* Ensuring that external customers, suppliers, guests/visitors are immediately accommodated.
* Preparation of weekly payment for newspaper subscription.
* Preparation of payment for water expenses.
* Preparation of monthly report required by the Department Head and Admin Head regarding fax utilization and IDD/NDD assisted calls.
* Preparation of monthly report required by the department.
* Request workplace supplies and maintain record.

**EDUCATIONAL ATTAINMENT:**

**Our Lady of Fatima University**

Marulas, Valenzuela City Philippines

Bachelor of Science in Nursing

2007-2011

**PHILIPPINE NURSING LICENSURE EXAM**

* *Passed*

**TRAINING:**

**DISASTER NURSING (First Aid Nursing, Basic Life Support)**

Our Lady of Fatima University

August 16 – 21, 2010

**TELEPHONE EXCELLENCE**

Discovery Suites – Ortigas, Pasig City

May 14, 2013

**TOTAL QUALITY MANAGEMENT WORKSHOP**

CATS Motors Inc – 3F Conference Room

June 13, 2013