**First Name of Application CV No 1644936**

Whatsapp Mobile: +971504753686



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**Objective**

 Obtain a position in a company where I can maximize my skills, my educational background and ability to work well with other people.

**Employment Background**

**Visa Officer / Follow up Clerk**

**Phoenix Tour L.L.C**

November 2015 – February 2016 (Tourist Visa)

Office No. 405, Business Point Building, Port Saeed, Deira, Dubai

Job Description

* Typing visas online
* Posting visas online
* Reminding people of their last day to do exit
* Checking status of everyday visa applications
* Checking people who is already overstayed in the country
* Ensuring all applications are correct and updated
* Answering customers’ inquiries regarding visas
* Marketing tour packages through social networking sites

**Customer Service Representative / Call Center Agent**

**iQor Phils. Inc.**

Feb. 2013 – Oct. 2015

Bldg. 36&37, Berthaphil 2, Jose Abad Santos Ave., Clark Freeport Zone, Pampanga Philippines

Job Description

* Answer phones and respond to customer requests
* Sell product and place customer orders in computer system
* Provide customers with product and service information
* Up sell products and services
* Transfer customer calls to appropriate staff
* Identify, research, and resolve customer issues using the computer system
* Complete call logs and reports

**Secretary**

**Lagman Medical, Surgical Clinic**

May 2011 – Feb. 2013

46- B Rue De Paree L and S Subd., Angeles City

Job Description

* Represents physicians by screening incoming telephone calls; recording and transmitting messages; scheduling, receiving, and announcing scheduled patients and visitors; screening unscheduled patients and visitors.
* Arranging referrals to other health care providers; scheduling appointments for consultations, x-rays, lab tests, physical therapy, MRI's, CT scans, etc.
* Ensures physician productivity by maintaining calendars; scheduling patient appointments; physician consultations; professional meetings, conferences; teleconferences, and travel.
* Provides historical reference by developing and utilizing filing and retrieval systems; maintaining patient records.
* Secures information by completing database back-ups.
* Maintains office supplies inventory by checking stock; anticipating needs; placing and expediting orders; verifying receipt.
* Keeps office equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; calling for repairs.
* Updates job knowledge by participating in educational opportunities; reading professional publications.

**COMPETENCY**

* Computer Literate
* Fluent in English Language
* Customer Service and Debt Collection Skills
* Office Equipment and Operation
* Aptly skilled with Microsoft Office application
* Telephone Reception
* Time Management Skills
* Active Listening Skills

**Personal Information**

Date of Birth : April 29, 1991

Age : 24 yrs. old

Height : 5’3”

Civil Status : Single

Citizenship : Filipino

Religion : Iglesia Ni Cristo

**Educational Attainment**

Tertiary New Era University

S.Y. 2007 - 2011 BS-Psychology

Secondary Megabyte College

S.Y. 2003 - 2007 Mabical Floridablanca, Pampanga