**First Name of Application CV No 1646790**

Whatsapp Mobile: +971504753686



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| **OBJECTIVE** |

To be part of an esteemed company which can enhance my skills, utilize my capabilities and help me to further advance my knowledge in a given field.

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| **PERSONAL QUALIFICATIONS**  |

* People person
* Hard working
* Team player
* Willing to learn and fast learner
* Can handle multiple task

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| **WORK EXPERIENCE** |

**CONCENTRIX CORPORATION (formerly IBM DAKSH) – Quezon City, Philippines**

**Subject Matter Expert – Amazon Account**

June 2015 – February 2016 (Promoted)

* Function as the most senior agents, handling customers who demand for a supervisor.
* Serves as valuable information resource and provide a wealth of knowledge and support the agents.
* Provide assistance and up-to-date information on specialty, policies, processes, quality and general contact center issue.
* Answer agent questions, coordinating team meetings and activities and providing informal coaching to agents.
* Role models and demonstrate excellent work habits, good judgmental, thoroughly knowledge of products, procedures and processes, and possess excellent interpersonal skills for handling both internal and external customers.
* Conducting up-training classes, assisting with quality monitoring and assuming a temporary team leader role.

**Customer Service Associate – Amazon Account**

October 2013 – June 2015

* Provide excellent customer service to improve business performance.
* Greet, address and thank customers in friendly and professional manner.
* Understand customer requirements so as to provide appropriate clarifications and solutions.
* Route and direct customer requests to appropriate department.
* Maintain broad knowledge of customer products and services.
* Process and track customer claims­.

**ROMEO C. DE LA CRUZ & ASSOCIATES LAW OFFICE, Quezon City, Philippines**

**Secretary**

February 2013 – September 2013

* Typing up legal documents
* Keeping records up to date
* Organizing records, documents and appointments
* Answering the phone
* Preparing court forms

**POINTWEST INNOVATIONS CORPORATION, Quezon City, Philippines**

**Data Analyst 1**

September 2012 – August 2013

* Interpret data, analyze result using statistical techniques and provide ongoing reports.
* Acquire data from primary and secondary data sources and maintain database/data systems
* Identify, analyze and interpret trends or patterns in complex data sets

**CALYPSO PROFESSIONAL AND EDUCATIONAL SERVICES, Caloocan City, Philippines**

**Tour Assistant**

March 2007 - 2010

* Help the clients selecting the best travel plan according to their needs.
* Answering phone calls, making arrangement for company visit.
* Collects payments and keep all transactions in detail.
* Researching for travel itineraries on internet and newspapers.

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| **EDUCATIONAL ATTAINMENT** |

**TERTIARY: Bachelor of Science in Information Technology**

Our Lady of Fatima University

 Quezon City, Philippines

 March 2012 – Graduate

 **Diploma in Information Technology**

 STI- Systems Technology Institute

 Fairview, Quezon City, Philippines

 June 2007 – October 2007

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| **PERSONAL INFORMATION** |

**AGE :** 25 yrs. old

 **DATE OF BIRTH :** October 28, 1990

 **CIVIL STATUS :** Single

 **NATIONALITY :** Filipino

 **RELIGION :** Roman Catholic