**First Name of Application CV No 1648074**

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**OBJECTIVE:**

Obtain a position as Customer Service representative, Front desk/Receptionist or Sales Associate where my customer relations experience can be fully utilized to improve customer satisfaction and promote the company’s brand name.

**EDUCATIONAL BACKGROUND:**

**BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION**

**MAJOR IN MANAGEMENT**

**Polythecnic University of the Philippines**

Sta. Mesa Manila, Philippines

Year Graduated 2005

**EXPERIENCE:**

**CUSTOMER SERVICE/ CALL CENTER REPRESENTATIVE**

MED ASIA ASSET CO., LTD. / Bangkok Smile and Phuket Sea Smile Dental Clinic, Bangkok Thailand

August 13, 2013 - January 01, 2016

**•** Inbound and Outbound calls; arranging appointments, question, concern and complaint over the phone or by email; answering emails; coordinate to the Insurance Company, coordinate to the hotel to make reservation to our client; doing paper works, meeting report, hotel and Insurance report.

**RECEPTIONIST**

SIAM WELNESS COMPANY - LET’S RELAX SPA, Bangkok Thailand

October 15, 2012 – July 31, 2013

**•** Assisting customer that have a reservation or making a reservation, assist customer with question or concern over the phone or in person; promote the products; processing payments both cash and credit.

**SALES ASSOCIATE**

CASUAL CLOTHING SPECIALIST INC.- GAP CLOTHING, Philippines

November 4, 2011 – April 3, 2012

April 5, 2010 – December 31, 2010

• Assisting and giving product or fashion suggestion to the customers; promote the products and doing daily and monthly inventory; arranging display maintains the cleanliness of the selling areas.

**SALES ASSOCIATE / CASHIER**

ANALOG SOUL INC, Philippines

OCTOBER 29, 2009 – JANUARY 16, 2010

• Assisting and giving product or fashion suggestion to the customers; promote the products and doing daily and monthly inventory; arranging display maintains the cleanliness of the selling areas; processing payments both cash and credit card.

**SALES ASSOCIATE**

Cinq Mille Garments- Land Mark Department Store, Philippines

November 2007 – June 2009

• Responsible to assisting, giving product information and suggestion to the customer, replenishing and arranging displays and doing daily and monthly inventory.

**SALES CLERK**

Ever Department Store- Toddler Clothes Dept. Philippines

May 18, 2007 – October 17, 2007

• Responsible to assisting, giving product information and suggestion to the customer, replenishing and arranging displays and doing daily and monthly inventory.

**SALES DEMO**

Schatzilien Manpower Services PROMDI DELI- SM Department Store, Philippines

May 21, 2005 – October 15, 2005

• Assisting customers giving product information and offering free taste of the product to the customer, doing everyday and monthly inventory.

**SKILLS:**

Good communication skill with people; patience and firmness in dealing problems and situations; calmness in emergencies; capable of following directions and completing tasks; computer and internet literate, writing and answering emails using Microsoft outlook; writing minutes of meetings and other reports.

**PERSONAL INFORMATION**

Date of Birth : April 6, 1984

Citizenship : Filipino

Civil Status : Single

Religion : Iglesia ni Cristo

Height : 5’4”

Weight : 110 lbs

Language : English and Tagalog