**First Name of Application CV No:** **1650972**

Whatsapp Mobile: +971504753686



Good day!

I am looking for better opportunities and growth for my career.

My background includes serving as a customer service/coordinator both call-center and retail environments. Most recently, I worked on the customer service desk/coordinator at Al Ghandi for almost 4 years, where my responsibilities include handling customer merchandise returns, issuing refunds/store credits, flagging damaged merchandise for shipment back to vendors and providing back-up cashiering during busy periods and most of all attending to customer complaints.

In these positions, I demonstrated the ability to resolve a variety of issues and complaints (such as billing disputes, repair technician delays/no-shows and equipment malfunctions). I consistently met my call-volume goals, handling an average of 56 to 60 calls per day.

In addition to this experience, I gained considerable customer service skills even back in the Philippines.

I also bring to the table strong computer proficiencies in MS Word, MS Excel and CRM database applications. Please see the accompanying resume for details of my experience and education.

I am confident that I can offer you the customer service, communication and problem-solving skills you are seeking. Feel free to call me at 0568034526 to arrange an interview. Thank you for your time -- I look forward to learning more about this opportunity and hope you will reconsider me for this job!

Sincerely,

**First Name of Application CV No:** **1650972**

Whatsapp Mobile: +971504753686



Utilizing my skills and experiences to advance my career. Succeeding in a stimulating

and challenging environment, building the success of the company while I experience advancement opportunities.

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**WORK EXPERIENCE:**

* **Service Coordinator / Receptionist - Al Ghandi Electronics**

**(September 16, 2012 – February 25, 2016)**

* Assist the Service Support officer
* Attend to customer service complaints and inquiries.
* Receive product to be service and co-ordinate with the support of officer for necessary repairs.
* Responsible for call management like creating system notification task, interview customer define issue, create customer job request and follow up post service customer satisfaction.
* Organize delivery and installation of service products in co-ordination with service support officer.
* Maintain and update necessary documentation (with special emphasis on open job cards) for all repair activities.
* Enter data/update all required inputs to the computer pertaining to repairs/job cards.
* Follow up/call customer and arrange for delivery of “Estimate not approved” and “Repairs not possible” cases and report back to the Service support officer.
* Present the best image of the company in the market through attire, communication, integrity and by displaying professional and positive attitudes towards the job and self.
* **Executive Secretary - ACME Traders**

 **(May 2011 up to 2012)**

* Working independently without need for supervision
* Responsible for the day-to-day operations of the corporation
* Supervises any paid office staff, coordinates all volunteer office workers, and routinely handles unusual problems under difficult circumstances in what is sometimes an unsettled environment
* Maintains all corporate books and accounts
* Maintains good financial and business relationships with banking institutions, credit card companies, and securities brokers; and maintains good corporate relationships with companies doing business
* Provides all necessary forms and information to the Payroll Service and Accountants; coordinates and remits payment for all employee benefits; and assures that all corporate and payroll taxes are paid promptly, and associated forms prepared accurately and submitted in a timely manner.
* **Nursing Assistant – Negros Oriental Provincial Hospital**

 **(2007 - .2011)**

* Monitor a patient’s vital signs regularly and record significant changes and report any new health issues or side effects, negative or positive improvements
* assist in dressing and undressing patients who are unable to perform these tasks for themselves
* Setting up a patient’s food and nutritional supplements, feeding them, documenting what and how much they eat and their level of fluid intake
* Turns and repositions bedfast patients, alone or with assistance, to prevent bedsores
* Cleans, sterilizes, stores, prepares, and issues dressing packs, treatment trays, and other supplies
* May assist nursing staff in care of geriatric patients and designated as Geriatric Nurse Assistant
* **Merchandiser - Rational Merchandising Concepts Inc.**
1. **- 2007)**
* Planning product ranges and preparing sales and stock plans in conjunction with buyers.
* Working closely with visual display staff and department heads to decide how goods should be displayed to maximize customer interest and sales;
* Planning budgets and presenting sales forecasts and figures for new ranges;
* Controlling stock levels based on forecasts for the season;
* Gathering information on customers’ reactions to products;
* Meeting with suppliers and managing the distribution of stock, by negotiating cost prices, ordering stock, agreeing timescales and delivery dates, and completing the necessary paperwork;
* Identifying production and supply difficulties and dealing with any problems or delays as they arise

**OTHERS:**

\*Personal dealer of beauty cosmetics for 6 years.

**\***Managed a family business **1998-2003**

 **Food Catering and agricultural products (animal feeds & product ranges for hogs, poultry,**

 **etcetera…)**

 **-**coordinates with suppliers and clients

 -managed the daily operations of the store

 -deals with customer complaints

 -basic accounting and auditing

**EDUCATIONAL PROFILE:**

* **Bachelor of Science in Nursing - Foundation University**

Dumaguete City, Negros Oriental, Philippines (2007 – 2011)

* **Associate in Secretarial Science (ASS) - Negros Oriental State University**

Dumaguete City, Negros Oriental, Philippines (2001)

* **St. Louise School, Don- Bosco, Dumaguete City**

Negros Oriental, Philippines (1996 – 2000)

**QUALIFICATION:**

* Computer literate with moderate typing speed
* With good communication skills (oral and written)
* Has strong organizational and listening skills
* Proven ability to build positive relationships with clients
* Able to mingle with various types of personality
* Willing to learn and accept critics and new ideas and willing to work under pressure
* Patient, loyal and honest
* Fully dedicated to my work and a good team player