**OBJECTIVE**

To obtain a position that will enable me to use my strong organizational skills, educational background, and ability to work well with people.

**SKILLS AND PROFICIENCY**

* Organized, creative, enthusiastic, energetic and willing to continually upgrade my knowledge in a fast moving diverse environment.
* Positive work attitude and team spirited.
* Meet deadlines.
* Marketing and PR skills coupled with excellent communication skills.
* Maintain good customer relations and coordination.
* Work independently with minimal supervision.
* Establish and maintain cooperative working relationships with others.
* Comprehensive problem solving abilities.
* Computer proficiency with thorough knowledge of Excel and MS Office Professional.
* Career-oriented, hardworking, highly organized and systematic.
* Efficient, reliable, able to handle multiple assignments under high-pressure.
* Willing to undergo training and be assigned in different areas of endeavors.
* Possess lots of initiative and self-motivation.

**WORKING EXPERIENCE**

Citibank

Dubai

**Relationship Officer** September 22 2014 up to Present

telesales and cold calling for prospective clients

♣ responding to incoming email and phone enquiries;

♣ building and maintaining customer relationships

♣ provide excellent after-sales support

♣ presentation of products and services to clients

♣ attending team meetings and sharing best practice with

colleagues

♣ tracking and monitoring of submissions

♣ planning daily itinerary for company visits

* Telesales and cold calling for prospective clients
* Sourcing and selling of Salary Transfer Loan, Personal Loan & Credit Card to the potential clients, generating leads through existing clients and maintaining a long term relation with them.
* Responding to incoming email and phone enquiries;
* Building and maintaining customer relationships
* Provide excellent after-sales support
* Presentation of products and services to clients
* Tracking and monitoring of submissions

telesales and cold calling for prospective clients

♣ responding to incoming email and phone enquiries;

♣ building and maintaining customer relationships

♣ provide excellent after-sales support

♣ presentation of products and services to clients

♣ attending team meetings and sharing best practice with

colleagues

♣ tracking and monitoring of submissions

♣ planning daily itinerary for company visits

Banque Misr

Dubai Branch

Dubai

**Relationship Officer** November 14 2013 up to August 2014

* Outdoor sales
* Sourcing and selling of Salary Transfer Loan to the potential clients, generating leads through existing clients and maintaining a long term relation with them.
* Perform prospecting activity (field calls, telemarketing) to expand network and to promote/maintain company’s positive image and reputation of reliability
* Establishes/develops/maintains professional and cordial relationship with prospective clients
* Performs all sales follow-up calls and other sales related services
* Prepare daily and monthly sales report
* Visit potential clients

Sykes Asia Inc.

Philippines

**Customer Service Representative** August 2011 to September 2013

* Provides input to the development of business and functional requirements.
* Participates in Testing to obtain confirmation that the system meets mutually agreed upon requirements. Testing one of the final stages of a project and often occurs before the implementation of the system to the end user/customer community.
* Provide input, reviews and may participate in the development and review of test documentation.
* Provides input, reviews and may participate in the development and review of user documentation.
* Provides input, reviews and participates in the development and approval process for training materials.
* Provides input to the usability experience when asked to use the developed software, websites, computer-based training products, etc. Usability may be defined as the extent to which the system can be used effectively, efficiently and with satisfaction of results.

Amigo Terrace Hotel

Iloilo City

**Human Resource Officer** June 2010 to August 2011

* Develops and implements recruitment and screening system
* Assists in establishing standard policies and procedures for recruitment
* Ensures timely recruitment of staff
* Prepares to receive new employees
* Opens and maintains a file for each employee
* Maintains up to date personal records for all employees
* Collects all hotel-issued items from leaving employee and records receipt of such items
* Maintains updates all leave records of employees to ensure that all leaves are promptly cleared
* Maintains and enhances staff welfare to ensure high morale
* Ensures staff compliance with hotel policies and procedures as well as with government regulations pertaining to employment practice
* Maintains and updates staff records, legal documents, policies and procedures and other personnel matters
* Monitors the staff performance review
* Actively participates in the Employee Opinion Survey and provides suggestions to improve employee situation
* Coordinates functions and activities with other departments

Isuzu Iloilo Corporation

Iloilo City

**Sales Executive**  March 2008 to June 2010

* Perform prospecting activity (field calls, outside displays, telemarketing and saturations) to expand network and to promote/maintain company’s positive image and reputation of reliability
* Establishes/develops/maintains professional and cordial relationship with prospective buyers
* Complete all requirements for release of unit
* Inspects and releases vehicle to the customer
* Performs all sales follow-up calls and other sales related services after actual vehicle releases/delivery to customers
* Explain the warranty of unit, its accessories, owner’s manual guide and warranty booklet upon release
* Process invoicing of papers for the release of unit
* Process and printing of vehicle sales invoice, vehicle delivery receipt and release order
* Prepare daily and monthly sales report
* Monitoring of unpaid units and units for tagging
* Prepare order confirmation for the quarter
* Prepare final firm order for the particular month
* Monitor backlog units
* Prepare customer information survey form
* Coordinate with Isuzu Philippines regarding the product knowledge orientation, seminars and assembly

Asialink Finance Corporation

Iloilo City

**Loan Processor** May 2007 to March 2008

* Process loans of applicants
* Gather requirements for new loans and renewal loans
* See to it that the requirements are complete before releasing of loans
* Collect post-dated checks for check writing
* Check write the amount to the cheques given by the applicant
* Monitor the date of applicants for renewal
* Follow-up lacking requirements
* Call banks for the applicant’s open account
* Withdraw the money of loaner from the bank
* Release the atm card to the applicants

10th Story Placement Agency

Iloilo City

**HUMAN RESOURCE / OIC** May 2005 to May 2007

* Accepting applicants.
* Schedule applicant for training.
* Follow-up and coordinate with head office priority applicants for immediate selection of employer.
* Conduct Interview and orientation
* Employee Selection
* Attending Jobs Fair and Special Recruitment Activities
* In-charge of employees benefits
* In-charge of giving out payroll and other incentives
* Coordinate with the brokers/agents in Taiwan, Hongkong and Singapore for interview
* Overseeing the branch operation

Romac Visayas Services, Incorporated

Iloilo City

**Human Resource Officer**      December 2003 to May 2005

* Accepting applicants
* Conducting interview and orientation
* Employee selection
* Checking and encoding of 201 files for new employees, renewal, contract completion, transfers, termination, memos and suspension
* Monitor expiring personnel and project employee
* Prepare endorsement of new employee, employee transfers and relievers
* Sending memos for awol employees
* In-charge of implementing disciplinary actions to all project employees
* Sending memos/notification to offenders
* Conduct investigation subject for disciplinary action
* Represent or attend job fair project of DOLE
* Prepare list of employees for insurance for new and renewal employees
* Entertain company visitors, applicants and employees in the absence of the administration
* Assist the President for office concerns
* Coordinate with clients regarding personnel requests

Romac Visayas Services, Incorporated

Iloilo City

**Administrative Assistant**    September 2002 to December 2003

* Prepare administrative and inter-office memorandum
* Prepare draft contract for clients
* Prepare business communication for client
* Monitor outgoing and incoming documents
* Entertain possible clients for proposal
* Filing
* Facilitate SSS, Philhealth and Pag-ibig monthly payments
* Responsible of information dissemination of company policies, memorandums and other communication intended to all project employees
* Prepare employees report for insurance
* Facilitate employees loans for SSS and Pag-ibig
* Assist employee in availing SSS, Philhealth and insurance claims
* Prepare payment for loans of SSS and Pag-ibig
* Prepare monthly remittances for SSS, Pahilhealth and Pag-ibig
* Encode SSS certification
* Prepare reports for DOLE, SSS, Philhealth and Pag-ibig for new employees, awol, resign and end contract
* Assist the President, VP for Finance and VP for Admin for office concern
* Assist Personnel department in case there will be an absence
* Prepare proposal and contracts for clients

Bombo Radyo Philippines

Iloilo City

**Peer Counselor** November 2001 to March 2002

* Counseling on air
* Counseling one on one

Iloilo City Hall

Iloilo City

**Office Clerk**     March 2001 to May 2001

* Log the names of clients doing business in the Assessor’s Office
* Help clients with their concerns
* Log incoming documents
* Filing

**EDUCATIONAL BACKGROUND**

# Elementary : Tacas Elementary School, 1988 - 1994

                   Iloilo City

Secondary : Iloilo National High School, 1994 - 1998

                   Iloilo City

College : West Visayas Sate University, 1998 - 2002

                   Iloilo City

# Course : Bachelor of Science in Mass Communications

       Major in Journalism

Practicum/Internship : Panay News

                    Iloilo City

**PERSONAL PARTICULARS**

**Date of Birth** : August 29, 1981

**Age** : 34

**Gender** : Female

**Nationality** : Filipino

**Religion** : Catholic

**Marital Status** : Single

**Languages** : Filipino, English

**First Name of Application CV No:** 1670598

Whatsapp Mobile: +971504753686

