**Professional Specialties**

* Office Administration
* Customer Service
* Marketing Operations/ Telemarketing
* Sales Supervisor
* Information Communication Technology Professional

**Professional Experience**

My professional background started with local business processing outsourcing (BPO) company as a sales marketing specialist. I handle international and local clients by obtaining client information by answering telephone calls; interviewing clients; verifying information, and conducts sales marketing. I was also one of the top grosser during my agent days. Because of my dedication to my work I was promoted to be the Sales Supervisor (Team Leader) of our company. I handled a maximum of 50 agents in a shift. I provide helpful feedback and positive communication to motivate my agents. I also help in closing a sales and trains call agents on new computers or telephone equipment as well as new products and services offered by the company. During my management, we always reach our target sales weekly. New promotion has been given to me; our higher management sees the loyalty and hard work that I shared with my company. They promoted me as the new Admin Sales Manager, wherein, I am the one preparing for the sales plan and objectives to reach the company goals. I do also the agents payout by using Microsoft office.

**Synergy Extreme Contact Solution (BPO) - Philippines**

**Admin Sales Manager**

**June 2011- March 2016**

**Job Responsibilities:**

* Supervising sales staff
* Prepare sales presentations
* Creating sales and implementing sales plan
* Establishes sales objectives on a weekly & monthly basis
* Increase sales volume
* Creating agents weekly payouts report
* Creating and sending weekly percentage report
* Assisting operational manager in a weekly payout cash distribution
* Sending weekly incentives liquidation reports

**Synergy Extreme Contact Solution (BPO) – Philippines**

**Sales Supervisor (Team Leader)**

**November 2010- June 2011**

**Job Responsibilities:**

* Helping in closing a sale
* Sending of daily and weekly sales report
* Setting objectives to meet company goal
* Conducting brief discussion with agents and discuss issues concerning their work
* Making sure that our respective agents are getting the attention that they need
* Regular checking of agent’s profile
* Identify problems/hindering factors in attaining the sales target
* Identify things to be done to increase sales objectives
* Maintaining good attendance by identify the common reasons why agents were absent
* Identifying agents with average sales per cut off.

**Data Point Contact Solution (BPO) – Philippines**

**Sales Marketing Specialist**

**March 2009- November 2010**

**Job Responsibilities:**

* Conducts telesales on prospective clients and makes presentation on company’s products and services
* Attending escalation calls apart from taking normal calls.
* provides technical assistance to customers
* manages new and existing customer’s account
* Conveying the client requirements to the team with regards to the process.
* Attaining daily, weekly and monthly targets specified by the process.
* Providing the feedback to the process manager at the end of the day.

**DIGITEL MOBILE PHILS. INC**

**On the Job Training**

**May 10-30, 2009**

**Job Responsibilities:**

* Encoding new customers accounts
* Maintains customer records by updating account information
* Maintains financial accounts by processing customer adjustments

**Skills:**

* Knowledgeable on MS OFFICE (WORD, EXCEL, POWERPOINT)
* Basic knowledge on PROGRAMMING( VB.net, ASP.net, C, C++)
* Computer troubleshooting

**Education:**

PANGASINAN STATE UNIVERSITY

Bachelor of Science in Information and Communications Technology

June 2010-April 2011

**Personal Profile:**

Nationality: Filipino

Languages Spoken: English, Filipino

Visa Status: Tourist Visa

**First Name of Application CV No:** **1672062**

Whatsapp Mobile: +971504753686

