**RIALYN**

**CAREER OBJECTIVE:**

A frontline Customer Service Professional is seeking to be a part of a company that I can share my experience and abilities of handling customer’s inquiries and resolving conflicts.

**SUMMARY OF QUALIFICATIONS:**

* More than 7 years of experience in Customer Service in the biggest Telecom industry in the Philippines.
* Responsible for sales of subscriptions and services. Includes Major electronics, tablets, mobiles and computer devices.
* Excellent communication and interpersonal skills. Fluent in English
* Proficient in Computer and Windows application. Word, PowerPoint, Excel

• Proactive and goal oriented

• Able to handle multiple tasks and projects simultaneously

**WORK EXPERIENCES:**

**Sales Executive February 2015 – Present**

**Motivaction LLC**

Dubai, UAE

* Sells and offer internet connection and mobile plans for small and medium company.
* Visits and calls all the possible client.
* Handling customer complains.
* Visiting the market in whole UAE for possible sales.

**Sales Promoter April 2014 – February 2015**

**Atiq Liusie General Trading LLC**

Dubai, UAE

* Demonstrate and provide information on promoted products/services
* Create a positive image and lead consumers to use it
* Distribute product samples, brochures, flyers etc. to source new sales opportunities
* Identify interest and understand customer needs and requirements
* Set up booths or promotional stands and stock products
* Productivity Report on demonstration related information (interest level, questions asked, number of samples/flyers distributed etc.)

**Front-line Customer Service Representative May 2010 – January 2014**

**PLDT (Philippine Long Distance Telephone) Company**

Las Pinas City Philippines

* Handled inquiries in telephone and walk in customers.
* Providing products and service information; resolving product and service problems.
* Recommends potential products or services to management by collecting customer information and analyzing customer needs.
* Process Subscription application for internet and telephone Services.
* Contributes to team effort by accomplishing related results as needed
* Maintains financial accounts by processing customer adjustments.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.

**Customer Sales Force July 2006 – May 2008**

**PLDT (Philippine Long Distance Telephone) Company**

Las Pinas City Philippines

* Building rapport to customers
* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Conducts presentation on products and services
* Handles customer inquiries and application for internet and telephone connection.
* Prepares Daily Sales Report, Footfalls and Data base updates
* Changing locations from tie to time, Depends on promotional activities lined up by the company

**EDUCATIONAL ATTAINMENT**

**Bachelor of Science in Education (Major in English) 2003-2005**

Baliuag University, Philippines

**TRAININGS:**

* Customer Service and Support Skills Training - October 2013

Las Pinas City, Philippines

* Fiber optics Technology and Services - March 2012

Las Pinas City, Philippines

* Conflicts Handling and Customer’s Satisfaction Training June 2009

Las Pinas City, Philippines

**PERSONAL BACKGROUND:**

Date of Birth : February 7, 1986

Nationality : Filipino

Age : 30

Religion : Catholic

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

