**KATHLEEN MACKAY B. LIMENSE**

**OBJECTIVE**

To be able to utilize and enhance my skills through which I could optimize my professional growth and service the company with competence and honesty.

**EDUCATIONAL ATTAINMENT**

St. Rita Hospital College of Nursing and School of Midwifery

B.S. Nursing

Graduated April 2008

**PERSONAL INFORMATION**

March 17, 1986 Female 5’5ft.

30 yrs old Single 110 lbs.

**SKILLS AND ABILITIES**

* Computer Literate: MS Office, Excel and Power Point
* Can easily adapt a fast paced environment.
* Flexible and Creative.
* With good communication and leadership skills.

**WORK EXPERIENCE**

**SPECIFICO & CO. Dubai, UAE – Sales Consultant**

F54 The Curve Building, Sheikh Zayed Rd. Dubai, UAE

Period: February 21, 2016 – Present

Providing Food and Personal Safety Solutions to any food related industry, identifying and meeting client needs within their allotted sales territory, maintaining good after-sales relationships, keeping records of customer appointments.  
Provide ideas and strategies to improve the quality of good hygiene practices in meeting the local and international standards.

**WEST INC. Makati, Philippines –**

* **Resolution Specialist (UHG Pacificare Account) March 2015 to January 2016 -** JobDuties: Ensures that calls are processed in strict adherence to established policies, procedures and quality standards as well as any federal laws and regulations. Receive and process incoming phone calls for dedicated clients, helping to resolve certain issues, claims and benefits information of their particular insurance.
* **Customer Service Representative Tier 3 (Blue Cross Blue Shield/ Anthem Account) September 2014 to March 2015-** Job Duties / Achievements: Assisting applicants in completing their application. Walk them thru the system if they will have to do it by themselves. Encoding data and updating information of clients. Achieving goals percentage of completion rate for the team.

**CSS LIVEPOS INC. (BPO) – Executive Assistant to CEO /**

**General Manager (Manila Office)/ Billing Administrator/Representative (US Office)/Virtual Assistant**

27F Tycoon Center Condominium Pearl Drive Ortigas, Pasig City

Tel No. (02) 661-5986

**Period : April 2011 – May 2014**

Job Duties / Achievements:   
- Assist in general office administration which includes, traveling arrangements, collaborating with customers, government, company and employees requirements. Handling 6 departments with Total of 50-60 people.

-Coordinates efforts by establishing procurement, production, marketing, field, and technical services policies and practices in general administration; coordinating actions with corporate staff. Account receivables.

-Assisting C- levels position of International Businesses with their expense management, traveling management, Scheduling, CRM Management and other office administrative services.

-Supported an Executive as early as 2 weeks. Helping increase marketing and sales by optimizing individual workflow to boost productivity, offloading tasks with new processes.

-Preparing invoices, collecting payments and interact with customers billing inquiries.  
- Working closely with the senior management team and reporting directly to the Chief Executive Officer.

**P.A. MICROSOURCE INC. – Team Leader**

5F Tycoon Center Condominium Pearl Drive Ortigas, Pasig City

**Period : March 2010 – April 2011**

Job Duties / Achievements

-Assure that the team members have the necessary education and training to effectively participate on the team.  
-Coach and help develop team members; help resolve dysfunctional behavior  
-Provide the team with a vision of the project objectives, motivate and inspire team members.

**-PA MICROSOURCE INC -ContactCenter.com** – **Customer Care Associate**

10th flr Merchant’s Bank Bldg., 117 Tordesillas St. cor. H.V. De la Costa Salcedo Village, Makati

**Period : Jun 2008 to September 2009**

Job Duties / Achievements:

Answer calls from customers, helping them resolve issues while inputting their call information into the computer. Handle large volume of inquiries, while providing superb customer service. Aim to always provide customer satisfaction, whatever the situation.

**CDO FOODSPHERE INC. – Regional Sales Representative (Seosonal/Contractual)**

**September 2009 – February 2010**

#560 West Service Road., Paso de Blas, Valenzuela City   
Telephone:  (02) 294-1111  loc. 221 or 253

Job Duties / Achievements:

Calls and visits customers. Provide presentation and samplings for the satisfaction of clients. Ensure the delivery dates and other important duties. Update reports.

* PROMO GIRL (Contractual/ Part time) – September 2007 to January 2008 - Handling Events, promotion of the products, preparing, cooking and handling free taste samples, inventory and sales increase, meeting target for a certain period/week.

**Job Seeker First Name / CV No: 1817532**

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

