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**MIYEL**

[**MIYEL.310639@2freemail.com**](mailto:MIYEL.310639@2freemail.com)

**SALES COORDINATOR / SECRETARY / RECEPTIONIST**

To be able to exercise and utilize my skills and abilities especially in the career I chose, thus, contributing to the development and advancement of the company’s goal in pursuit excellence as well as to interact with people from different walks of life.

* Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
* Directs visitors by maintaining employee and department directories; giving instructions.
* Maintains security by following procedures; monitoring logbook.
* Maintains telecommunication system by following manufacturer's instructions for house phone and console operation.
* Maintains safe and clean reception area by complying with procedures, rules, and regulations. Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
* Contributes to team effort by accomplishing related results as needed.
* Ability to work in competitive environment.
* Produces information by transcribing, formatting, inputting, editing, retrieving, copying, and transmitting text, data, and graphics.
* Maintains department schedule by maintaining calendars for department personnel; arranging meetings, conferences, teleconferences, and travel.
* Maintains customer confidence and protects operations by keeping information confidential.
* Keeps equipment operational by following manufacturer instructions and established procedures.
* Secures information by completing database backups.
* Provides historical reference by utilizing filing and retrieval systems.
* Maintains technical knowledge by attending educational workshops; reading secretarial publications.

**KEY SKILLS AND COMPETENCIES**

* Customer service experience in an office setting.
* Can calculate figures and amounts such as discounts, interest, commissions, proportions and percentages.
* Strong ability to multi-task, prioritize and execute.
* Ability to perform under pressure and stressful conditions.
* A fast learner who can quickly understanding and articulate new technologies and processes.
* Proficient in Microsoft Office ( Windows, Excel & Word)
* Basic Computer Trouble Shooting
* Good in Oral and Written in English
* Outstanding Customer Service Skills
* Team Player & Critical Thinker

**CAREER HISTORY**

**LUBPLUS GENERAL TRADING CO. LLC.**

DUBAI, UAE

April 19, 2015 up to present

**Sales Coordinator / Receptionist / Secretary**

* Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
* Directs visitors by maintaining employee and department directories; giving instructions.
* Maintains telecommunication system by following manufacturer's instructions for house phone and console operation.
* Ability to work in competitive environment.
* Produces information by transcribing, formatting, inputting, editing, retrieving, copying, and transmitting text, data, and graphics.
* Organizes work by reading and routing correspondence; collecting information; initiating telecommunications.
* Secures information by completing database backups.
* Prepares and then follows up on any sales quotations made for clients, negotiating terms with the client at a cost best suited for them.
* Efficiently respond to any online or telephone queries in a calm and friendly manner.
* Managing all the sales related activity of the company.
* Handling a high volume of customer enquiries whilst providing a high quality of service to each caller.
* Writing up accurate and grammatically correct sales correspondence.
* Tracking sales orders to ensure that they are scheduled and sent out on time.
* Effectively communicating with customers in a professional and friendly manner.
* Ordering and ensuring the delivery of goods to customers.
* Contacting potential customers to arrange appointments.
* Speaking with customers using clear and professional language.
* Making follow-up calls to confirm sakes orders or delivery dates.
* Responding to sales queries via phone, e-mail and in writing.
* Accurately analyzing and assessing statistical data.

**SM Star Appliance Center Inc.**

Batangas City

July 2012 – March 19, 2015

***COUNTER ASSISTANT***

* Making a sales invoice as an official receipt of the customer and corporate account.
* Contact and verified the local/international credit card of the customer to the bank.
* Validate credit cards, identification and signatures.
* Handle customer returns, refunds and exchanges at register to maintain friendly work attitude.
* Finish regular sales transactions in cash, credit and checks.
* Respond to routine customer billing issues.
* Receive and process payments as per standard procedures.
* Sending the sales of the store to the Head Office.
* Filling/segregating the files by documents and by month.

Civil Status : Married

Birthday : November 27, 1988

Nationality : Filipino

Language : English & Tagalog

**Bachelor of Science in COMPUTER ENGINEERING**

**University of Batangas**

Batangas City, Philippines

2005 -2010