**Curriculum Vitae**

**Joan**

Joan.315551@2freemail.com

**OBJECTIVE**

To obtain challenging position in a dynamic organization utilizing the skills developed through work experience and background.

**SUMMARY OF QUALIFICATIONS**

* Determined to achieve an objective with a quality output as a result of maximized performance.
* Self-motivated, productive and organized efficient work habits.
* Ability to inspire, lead and influence subordinates and co-employees.
* Adaptable to different working group, reliable and trustworthy.

**PROFESSIONAL EXPERIENCE**

**Co – owner /In - Charge**

**Laguna Internet Cafe & Computer Trading**

Icad Residential, Musaffah, Abu Dhabi U.A.E.

April 2014 up to March 2015

* In charge of shop operations, building up sales and create plans to meet customers demands and satisfaction.
* Assist customers whenever they have problems accessing the net / Skype, software we use in the cyber cafe like Microsoft office etc.
* Provides excellent customer care when answering concerns.
* Provides services such as encoding, printing, scanning, typing jobs and downloading and all others.
* Responsible for creating a safe and clean environment.
* Sell some computer accessories and laptops / desktop etc.

**Sales Representative**

**Flower Manila Ready Made Garments Trading**

Tourist Club, Abu Dhabi, U.A.E.

October 20, 2012 to April 20, 2014

* Take order and control stocks to maintain service to customers.
* Facilitate retail orders from supplier.
* Assist customers in their buying needs.

**Customer Service Representative/ Call Center Agent - Ally Auto Finance – US and Canada**

**Sykes Marketing Services Inc.**

World Wide Corporate Center, Shaw Blvd, Mandaluyong City

 August 27, 2007 to September 24, 2012

* Maintain proficiency on Call Center programs by participating in new trainings and handling calls on primary US and Canadian existing programs.
* Handle customers account for auto loan for GM, Chrysler, Cadillac, Chevrolet vehicles.
* Answer general concerns and inquiry regarding customer’s loans and satisfy them to keep their account.
* Maintain full program certification by participating in and successfully certify on all new program training.

**Customer Service Representative/ Call Center Agent** **(****Smart Communication – Prepaid Account)**

**ePLDT Ventus**

Sampaloc St. GMA Kamuning, Quezon City

September 2005 to August 24, 2007

* Maintain proficiency on Call Center programs by participating in new trainings and handling calls on primary existing programs and promos for Smart Prepaid accounts.
* Handle smart prepaid account telecommunication inquiries and concerns of all the customers.
* Participate and successfully certify on all new program training to continue satisfy customer’s needs and concerns.
* Sending report and complaints to proper department of all the customers experiencing technical problems or issues about the specific ­concerns on promos or services.

**Sales/ Loan Representatives**

**Limardina Multi-Purpose Cooperative**

 Dizon Circle, Liwayway Valenzuela City

 January 2002 to September 2005

* Evaluate day to day cooperative transaction thru spreadsheets monitoring
* Process initial loan ­application of cooperative members.
* Assign in purchasing of goods to be purchase by the members.

**Data Encoder**

**Equitable bank of the Philippines** **-** Binondo, Manila

August 15, 2001 to January 14, 2002

* Encode daily bank transactions.

**General Clerk**

**Solid Bank of the Philippines -** Binondo, Manila

January 12, 2000 – April 12, 2000

**Cashier**

**University of the East – Caloocan**

Samson Rd, Caloocan City

1994, 1998

**EDUCATION**

College University of the East - Caloocan

 BSBA major in Marketing

 Samson Road, Caloocan City, 1994 to 1998

Secondary Valenzuela Municipal High School

 Valenzuela City, 1989 to 1993

Tertiary Marulas Elementary School

 Valenzuela City, 1982 to 1989

**TRAININGS AND SKILLS**

* Computer Training Program (ICDL) – Filipino Association for Computer Excellence - Abu Dhabi, October to November 2015
* Driving
* 15 hours Driving Training at Quick Drive Driving School, June 6 to June 18, 2015
* Seminar – Rules of the Road, June 6, 2015
* Computer knowledge – MS Word, Excel, Power Point
* Call Center Skills
* Customer Service Representative – US and Canadian Account for Auto Loan (GMC, Chevrolet, Fiat and Maserati and other American Brand Vehicles)
* Customer Service Representative – Retail, Lease, Dealer, Pre – Delinquency and Canada Auto Loan Account
* University Working Scholar - 1995 to 1998

**References Available Upon Request**

*I hereby certify that the above information is true and correct to the best of my knowledge and belief.*

 **Joan**