 **MELJOHN**

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**CAREER OBJECTIVE**Competitive professional looking for a new challenge in a results-driven environment. With years of experience in ***Sales/ Sales Management***, *Real Estate*, *Customer Service*, ***Clients Management***, *IT support* *Helpdesk*, *Administrative* and *Physical Therapy* combined. Proven expertise in delivering exemplary customer service and exceeding expectations towards tasks.

Summary of Qualifications

* Over 20 years of premier experience in various field combine
* Sales and Sales Management - developing a sales force, coordinating sales operations, sales business strategies and sales techniques that allow a business to consistently hit, and even surpass, its sales targets.
* Real Estate - Versatile, results-oriented, real estate sales professional with extensive experience in corporate real estate, including industrial, multi-family, and retail property asset and portfolio management
* Client Management - builds relationship to new clients and works as a business development officer
* Customer service - Excellent oral and written communication and interpersonal skills, Professional and courteous demeanor and ability to collaborate with a team. Excellent problem-resolution skills and ability to multi-task in a fast-paced, high-volume environment. Strong system skills and ability to learn, retain and apply large amounts of product, procedure, policy and system information
* IT support Helpdesk - provides technical assistance to Medco / ESI employees with their technical issues from hardware and software issue, mobile, outlook mail, networking and other related concerns
* Administration - Professionally trained administrative assistant with a broad range of skills in office administration, operations and clerical work. Proven ability to handle crises situations with delicacy by employing perception and situational discernment

**WORK HISTORY**

 **Expert Global Solutions/BPO/Outsourcing - Customer Service Representative Level 2**

 **Medco/ Express Script Account Sept. 6, 2010 – Aug. 8, 2016**
 Member Services Sept. 6, 2010 – Feb. 27, 2013
 Pharmacy Services Dec. 15, 2013 – Aug. 8, 2016

 **Corporate IT/Help Desk** Feb. 2013 – Nov. 30, 2013

 PROVEN JOB ROLES

 Customer Service Representative

 Manage large amounts of inbound and outbound calls in a timely manner

 Obtains client information by answering telephone calls; interviewing clients; verifying information

 Determines eligibility by comparing client information to requirements.

 Identify customers’ needs, clarify information, research every issue and provide solutions and/or

 alternatives

 Maintains and improves quality results by adhering to standards and guidelines; recommending

 improved procedures.

 **Homebase Real Estate Real Estate Sales Agent March 2006 – June 2010**

PROVEN JOB ROLE

 Provide guidance and assist sellers/buyers in marketing/purchasing property for the right price

 under the best terms

 Determine clients’ needs and financials abilities in order to propose solutions that suit them

 Intermediate negotiation processes, consult clients on market conditions, prices, mortgages, legal

 requirements and related matters to their benefit and ensure a fair and honest dealing

 Display and market real property to possible buyers

 Prepare necessary paperwork (contracts, leases, deeds, closing statements etc)

 **Kotse Network Company Buy and Sell Car/ Salesman March 2006 – June 2010**

PROVEN JOB ROLE

 Discuss customers' needs and the features of different vehicles, advise which vehicles would suit

 the customer best

 Arrange test-drives, negotiate the sale price, including any ‘trade-in’ value for a customer’s old car

 work out finance, including cash and car loans

 Highlight extra products such as accessories or after-sales service complete paperwork and pre-

 delivery inspections update stock lists, place orders for new cars from manufacturers and buy in

 used cars keep existing and potential customers informed about new vehicles and deals keep the

 forecourt and vehicles clean and tidy -

**St. Thomas Rehab Clinic**  **Physical Therapy / Clinical Administrator** **January 2004 to**

 **December 2005**

 Diagnose and manage movement dysfunction and enhance physical and functional abilities.

 Restore, maintain, and promote not only optimal physical function but optimal wellness and

 fitness and optimal quality of life as it relates to movement and health.

 Prevent the onset, symptoms, and progression of impairments, functional limitations, and

 disabilities that may result from diseases, disorders, conditions, or injuries

 **KEY SKILLS**

 **Computer Literacy (Advance)**

 **Troubleshooting Network Issue, Support users and troubleshooting on**

 **Microsoft XP operating system**

 **Customer Relations Management**

 **Organization Skills**

 **Effective Communication Skills**

 **Creative Writing**

 **Problem Solving**

 **Exercise Physiology, Physical therapy and First Aid**

 **Driving Skills**