

**MARCO**

Email: marco.327437@2freemail.com

**CAREER OBJECTIVE:**

To be an asset of an organization while enriching one’s professional capabilities and knowledge in contribution to the company’s growth and success.

**WORK EXPERIENCE:**

***CUSTOMER SERVICE EXECUTIVE***,

***Simply Energy (Business Processing Outsourcing)***

*October 27, 2014- September 12, 2016*

* Handles energy applications issues from the Australian market and regular clients with active accounts.
* Train new CSR agents regarding company policies and procedures.
* Resolve simple to complex issues and develops procedural work-around.
* Maintains smooth flow of the end procedure to convert each transaction to revenue.
* Monitors each procedures are updated to meet the daily demands of the company.



***SOURCING ASSOCIATE (HR – RECRUITMENT)***

***STELLAR PHILIPPINES, INC.***

*August 27, 2013-October 26, 2014*

* Promotes the company to different locations in Manila by organizing different marketing activities.
* Make daily rounds in collecting information from different applicant sources and websites.
* Administers in giving out behavioral and psychological competency tests.
* Handles interviews and assessments of applicants.
* Makes daily SMS and Email invitations to online and walk in applicants.
* Trained to handle time-keeping and receptionist duties.
* Handles employee open forum sessions.
* Experienced in company tie-ups to expand business opportunities.



***SALESASSOCIATE***

***USANA HEALTH SCIENCE PHILIPPINES***

*October 15, 2013-September 25, 2016*

* Ensures weekly sales targets will be met and high quality customer service are provided.
* Inventories management, stocks are updated and replenished as needed.
* Organizes marketing materials to provide product knowledge with current and prospected clients.

***MUSICIAN / MENTOR***

***VICTORY CHRISTIAN FELLOWSHIP PHILIPPINES***

*March 23, 2009-October 18,2016*

* Instrumentalist handling bass guitars, acoustic guitars, drums, percussion, and vocals.
* Review musical arrangements and ensures musical layouts are properly met.
* Conducts group therapy sessions and individual mentorship programs.
* Sunday school teacher handling children ages 10-13 years old.

**QUALIFICATIONS:**

* Highly trainable even under minimal supervision
* Fluent in English and Filipino language, both written and spoken
* Trained to handle marketing and promotional tasks
* Experienced in sales and inventories management
* Knowledgeable in customer handling and services
* Goal-oriented and committed to bring excellent results
* Physically and mentally fit
* Accountable and trustworthy
* People oriented person with strong cultural awareness
* Able to work under pressure and in shifting periods
* Knowledgeable in HR/recruitment responsibilities and management
* Tech-savvy and can work around MS-office applications

**EDUCATIONAL BACKGROUND:**

 ***School Year Attended***

***Tertiary*** PHILIPPINES SCHOOL OF BUSINESS

 ADMINISTRATION 2009-2013

* ***A graduate of Bachelor of Science in Business Administration Major in Human Resource Development Management***

***Secondary*** REGENT CHRISTIAN ACADEMY 2005-2008

NATIONAL CHRISTIAN LIFE COLLEGE 2008-2009

* ***High school diploma year 2009. Awards: Best in music, multi-awarded musician in 2009 (song writing competition, bass player, solo artist and performer)***

**PERSONAL INFORMATION:**

* Date of Birth : March 06, 1992
* Place of Birth : Marikina City,Philippines
* Civil Status : Single
* Religion : Christian
* Citizenship : Filipino
* Height : 5’8
* Weight : 140 lbs

**REFERENCES:** *Available upon request*