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**NEUVERT**

**NEUVERT.331022@2freemail.com**

A team-oriented Technical Sales Representative with more than 9 years’ experience and large-scale of call center operations and high-level customer sales and service strategies. Accustomed to deadline-oriented, target-driven and high-pressure environment where minute counts and acknowledged for capacity to identify issues, resolve problems, capitalize on opportunities and ensure that high standards of quality, sales and service delivery are maintained.

**Key Strengths**

* Customer Relationship Management
* Telephone Sales and Solution Selling
* Problem Solving
* Productivity Improvement
* Cross Cultural Communication
* Complaint/Dispute Resolution
* Procedural Compliance
* High Impact Service Delivery
* Cross-Selling Strategies
* Proficient in Microsoft Office

# PERSONAL INFORMATION

Age: 34 years old

Birthday: November 07, 1982

 Height: 5’7

Weight: 165 lbs.

Marital status: Single

Nationality: Filipino

Religion: Catholic

# EDUCATIONAL BACKGROUND

**Tertiary** **Trinity College of Quezon City**

 Cathedral Heights, Quezon City, Philippines

Bachelor of Science in Computer Science

 1999-2004

**EMPLOYMENT EXPERIENCE**

**RingCentral (Acquire Asia Pacific) - Account Manager**

**April 2016 – October 2016**

Essentials Duties and Responsibilities:

* Responsible for selling and managing range of RingCentral products and services, such as cloud computing based business phone systems
* Implementation of Sales Strategy
* Understand the Sales Process and Consultative selling skills.
* Management of Sales cycle from Lead generation to Close
* Lead identification, Qualification and Sales pipeline management
* Develop new revenue
* Contribution to highest levels of prospect and customer satisfaction

**PCM LLC - Account Executive – MacMall/ Microsoft**

**June 2015 – March 2016**

Essentials Duties and Responsibilities:

* Responsible for selling and supplying the Big Four, Apple, Mac, Lenovo and HP products
* Responsible for corporate lead generation, cold calls and sales negotiation for potential clients
* Ensures sales tactical plans are executed by providing regular updates on sales progress for assigned sales area
* Meet performance targets as set by the company in line with sales strategy and overall business strategies
* Recommends new opportunities, profit and service improvement to the company
* Hunt for new leads and convert into sales opportunities

**CONVERGYS PHILIPPINES - Technical Support T2 – Quickbooks/ Point of Sale**

**November 2014 – June 2015**

Essentials Duties and Responsibilities:

* Inbound calls, emails, chats and outbound calls handle troubleshooting for customers of Quickbooks/ Point of Sale products
* Processing of encoding variety of contract types on the system
* Processing orders from business partners and direct sales agent of the account

**BRADY PHILIPPINES - Sales Representative T2**

**November 2013 – September 2014**

Essentials Duties and Responsibilities:

* Handle outbound calls and to be able to assess, call and convert prospective customers on a lead file provided by the organization into a sale
* Responsible for business to business that primarily focuses on the sale of U.S Federal and State Labor Law Posters
* Ensures the security of every business compliance in correspondence to their business needs

**SYKES ASIA INC - Technical Support Representative – Yahoo! Account Verification and Security**

**April 2011 – May 2013**

Essentials Duties and Responsibilities:

* Assist customers reinstating their accounts, provide troubleshooting steps when necessary
* Responds timely via phone and email
* Verifies problem and validates escalation prior to Team Lead / Supervisor escalation
* Maintains a line of communication with Y! T3 Team
* Escalates problem to the Team Lead/Account Supervisor/Account Manager and provides assistance towards resolution
* Develops logical problem solving skills

**SPI GLOBAL (EPLDT VENTUS) - Customer Service Representative – Jackson Hewitt**

**November 2010 – March 2011**

Essentials Duties and Responsibilities:

* Provide answers to clients by identifying their problems; researching answers; guiding them through corrective steps
* Assists with general office support such as filing, mailing, etc., when necessary. Makes calls to customers to ensure all requirements are met for tax filing
* Provides details to clients concerning their undergoing tax preparation

**BDO (BANCO DE ORO) - Data Controller**

**September 2009 – March 2010**

Essentials Duties and Responsibilities:

* Create and enforce policies for effective date management.
* Formulate techniques for quality collection to ensure adequacy, accuracy, and legitimacy of data.
* Devise and implement efficient and secure procedures for date handling and analysis with attention to all technical aspects.
* Assist with reports and data extraction when needed.
* Monitor and analyze information and data systems and evaluate their performances to discover ways of enhancing them.
* Troubleshoot data-related problems and authorize maintenance or modifications

**PMAIS (Philhealth Monitoring Information System) - Data Controller**

**September 2006 – October 2007**

Essentials Duties and Responsibilities:

* Ensure compliance with labor laws, service taxes, and other specific to a given program.
* Establishing and maintaining communication with the clients and/or team members; understand needs, resolve needs and meet expectations.
* Producing solid and effective strategies based on accurate and meaningful date reports and analysis

**FIRST QUADRANT PHILIPPINES - Business Associate**

**February 2003 – August 2006**

Essentials Duties and Responsibilities:

* Process and capture information to system according to established methods and procedures
* Constantly increase the number of knowledgeable functions handles by the team
* Handle transactions accurately with minimum supervision
* Conduct in-depth analysis on client’s requests and make effective decisions whenever necessary.
* Suggest on how to improve the current process and team metrics.
* Consistently meet the service targets set by the company.

**SKYBIZ PHILIPPINES - Sales and Marketing of Web Page Design**

**January 1999 – January 2000**

Essentials Duties and Responsibilities:

* Create marketing materials use for advertisement.
* Design web page banner, flyers and posters, etc.
* Make visual style, color and art proposals.
* Communicate with marketing, planning, programming and other related personnel to implement the project