Rissa

OBJECTIVE

* I am seeking a job that would suit me based on my experiences and qualifications. I am willing to undergo training, seminar and orientation that will enhance me and leads to my growth and improvement. I also believed that I am capable enough to handle whatever responsibility duly assigned to me and ensures that every work is done at my best.

EDUCATION

Tertiary Education - Bachelor of Science in Business Administration | March 2009 | Ateneo de Davao University, Davao City, Philippines

* Major in Marketing

Elementary and Secondary Education | 1992-2004 | Maryknoll High School of Panabo, Panabo City, Philippines

* With honors
* Dancer of the Year Awardee
* Loyalty Awardee

SKILLS AND ABILITIES

* Excellent communication skills
* Ability to create and maintain effective business relationship with customers
* Ability to work flexible hours
* Excellent interpersonal and coordination skills
* Hardworking, punctual and enthusiastic

EXPERIENCES

Software Tech Support | Note E-Fied Incorporated, Philippines | January 2016 - June 2016

* Our clients are based in the United States, thus, I am in charge in the frontline. I attend enquiries about healthcare and hospice clients over the phone. The company is a web developer in the health industry in the United States.

Customer Service Specialist | Courts Pte Ltd., Singapore | August 2014 - November 2015

* I am assigned at Courts Connect Department handling both Singtel and Starhub sign-ups for sales such as mobile plans, broadband services, TV connection and home fixed line.
* I also do credit plans for Courts customers, selling various IT accessories, home and kitchen appliances, furniture and even smart television.

Retail Sales Executive | Singapore Telecommunications Pte Ltd, Singapore | July 2012 – July 2014

* As a Retail Consultant, I am in charge of promoting multimedia solutions to our customers. I explain and demonstrate the different functions and features of the equipment from mobile phones to plans, to Mio tv channels and packages, to home broadband under Fibre or Adsl, to home line either digital or analog.
* I introduce the different price plans and valued-added services according to customers’ needs and performs customers’ requests in changing sim cards, amending plans, transferring ownership etc.
* I prospect and sell Singtel TV content and FTTH related products to customers at shopping malls’ booths/events/road shows to achieve set subscribers targets as well as to engage and interact with customers face-to-face.

Sales Consultant | Starhub Telecommunication Ltd, Singapore | April 2010 - April 2012

* As a Sales Consultant, I build customer relation by identifying and selling prospects thus maintaining relationship with my clients by providing them information about mobile connection plans and value added services, Starhub cable TV connection, Starhub home broadband, Starhub digital home line and global voice (overseas).
* I handle customer queries and assist on which services they need and goes with upselling and cross selling from different brands of hand phones, tv channels, and maxonline plans.

Customer Service Assistant | Philippine Long Distance Telecommunication Company (PLDT), Philippines | April 2008 - October 2009

* I assist customer’s queries and provides information with regards to telephone statement bills of their home line and broadband services as well as selling various broadband plans and attending to customer's enquiries with their home line subscription and advertisement.

PERSONAL DETAILS

age : 29 years’ old

Birthdate : April 6, 1987

Languages spoken : Filipino and English

Visa status : Tourist Visa ( Long Term Visit)