|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | **CONTACT INFORMATION**    **PERSONAL INFORMATION**  Age: 24  Status: Single  Nationality: Filipino  Height: 5’10 ft.  Date of birth: July 28, 1992  Visa Status: Cancelled Visa | | |  | | --- | | Arni [Arni.331365@2freemail.com](mailto:Arni.331365@2freemail.com) |  |  | | --- | | *CAREER OBJECTIVES* | | **08 years of total experience**. To obtain a challenging positionin a dynamic environment that enables me to use my work experience, skills and educational background and to have an opportunity for career advancement and growth.   |  | | --- | | *SKILLS AND QUALIFICATIONS* | | * Excellent in: * MS Offices (Word, Excel, PowerPoint), POS System * Customer service and in handling different levels of problem * Email writing skills (specific to customer facing interactions.) * Coaching and training individuals or groups * Written, verbal, analytical and communication skills. * Great in work ethics and stress management. * Expert in handing technical or customer service calls and has proper phone etiquette. * Proficiency in typing (data entry) and grammar and has effective listening skills. * Goal, target and people oriented and has multi-tasking capabilities. * Quick thinker * Ability of motivating a team to share knowledge and complete tasks on time and evaluate, prioritize, organize and delegate work schedules. * Can easily adapt and work in virtual team environment. * Proven decision making, negotiation and presentation skills. * Able to react quickly and effectively when dealing with challenging situations. | | |

|  |
| --- |
| *EDUCATIONAL PROFILE* |

**COLLEGE**

Bachelor of Science in Business Administration

Major in Marketing (undergraduate)

University of San Carlos, Cebu Philippines

**FOOD AND BEVERAGE COURSE**

Graduated on: March 30, 2015

Republic of Philippines, Dept. of Labor and Employment

Techinical Development and Skills Development Authority (TESDA)

**HIGHSCHOOL**

2005 – 2009

University of San Carlos South Campus, Cebu Philippines

**ELEMENTARY**

1999- 2005

University of San Carlos South Campus, Cebu Philippines

|  |
| --- |
| *WORK EXPERIENCES* |

**Customer Sales Representative, All Around Staff**

**Abu Dhabi, U.A.E.**

**April 25, 2016-December 02, 2016**

**Responsibilities:**

* Responsible for the sales growth in the company.
* Provided excellent service to customers by greeting them with a smile and responding quickly and efficiently to their requests.
* Displays and demonstrates product, using samples and product catalog. Emphasizes saleable features of products and services utilizing a consultative selling approach.
* Presents company specials and new products and maintains and quotes prices to customers
* Provided many forms of customer service
* Effectively handled cash register, including cash, debit and credit card transactions using POS system.
* Maintain store cleanliness and appearance and assist in food preparation and storage
* Performs closing and opening duties
* Promoted the brand and offered positive customer service
* Explained local ingredient sources, the importance of sustainability, and product nutritional information with a focus on gluten-free and dairy-free foods.
* Maintains records of customer orders and current sales.
* Prepare inventory and facilitates collection of customer payments with full accountability for accounts receivable activity with each account.
* Analyzes customer and territory sales results. Develops actions to grow existing and or new business.
* Notifies branch management of all competitive market information related to the company. Communicates to branch and corporate management as instructed via telephone, in person, and email.
* Follows up on all customer requests and questions to ensure appropriate response is made and customer is satisfied. Treats all customers (both internal and external) with respect, courtesy, and kindness.
* Adhere to all company policies, procedures and safety rules as applied.

**Administrative Assistant (Morning Shift)**

**Rajah Park Hotel**

**Cebu, Phils.**

**Feb. 10, 2015-January 18, 2016**

**Responsibilities:**

* Performs administrative and office support activities for multiple supervisors.
* Fielding telephone calls, receiving and directing visitors, word processing, creating spreadsheets and presentations, and filing.
* Provide office support to executives, managers, and other professionals.
* Plan meetings and take detailed minutes
* Write and distribute email, correspondence memos, letters, faxes and forms
* Order office supplies and research new deals and suppliers
* Book travel arrangements
* Provide general support to visitors
* Contributes to team effort by accomplishing related results as needed.

**Customer Service Representative (Night Shift)**

**E-Performax**

**Cebu, Philippines**

**May 28, 2015-January 30, 2016**

**Responsibilities:**

* Answering call from clients and handle them as smooth as possible.
* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Opens customer accounts by recording account information.
* Maintains customer records by updating account information.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
* Maintains financial accounts by processing customer adjustments.
* Recommends potential products or services to management by collecting customer information and analyzing customer needs.
* Prepares product or service reports by collecting and analyzing customer information.

## Contributes to team effort by accomplishing related results as needed.

**Technical Support Representative**

**Convergys**

**Cebu, Philippines**

**October 29, 2013-April 28, 2015**

**Responsibilities:**

* Deliver service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet.
* Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services.
* Gather customer’s information and determine the issue by evaluating and analyzing the symptoms.
* Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients, IPTV, VOIP and more.
* Research required information using available resources.
* Follow standard processes and procedures.
* Identify and escalate priority issues per Client specifications & redirect problems to appropriate resource.
* Accurately process and record call transactions using a computer and designated tracking software.
* Offer alternative solutions where appropriate with the objective of retaining customers’ and clients’ business.
* Organize ideas and communicate oral messages appropriate to listeners and situations.
* Follow up and make scheduled call backs to customers where necessary.
* Stay current with system information, changes and updates.

**Sales Representative**

**Unlimited Networking Organization**

**Cebu, Philippines**

**January 2008-September 2013**

**Responsibilities:**

* Sell specific products and services to consumers and check inventory to ensure product is in stock.
* Invites guests to promote the company’s products and offers.
* Arrange trainings, meetings and specific time for coaching to enhance the subordinates skills and knowledge.
* Demonstrate products and show consumers how to maximize their features.
* Process orders in person or over the phone and collect payment and dispense change.
* Conduct outbound lead follow-up calls to potential and existing customers via telephone and e-mail to qualify leads and to sell products and services.
* Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analysis.
* Monitors competition by gathering current marketplace information on pricing, products, new products, delivery schedules, merchandising techniques, etc.
* Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.

|  |
| --- |
|  |