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**Mary**

**Mary.335055@2freemail.com**

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**QUALIFICATION:**

An active, dynamic, individual that has strong communicative skills. Thrive in high-Pressure. Deadline-driven environments. Dedicated to achieving targets while providing excellent customer service. Personable, driven and honest. Engaging and reliable.

**OBJECTIVE:**

To obtain a customer service positions where I can impart my service skills of providing customer satisfaction

and at the same time learn and grow with the company.

**WORKING EXPERIENCE:**

**Arkan Insurance Brokers DMCC**

**Insurance Sales Agent (General Insurance) cum Sales Operation**

*Jumeirah Lake Towers, Dubai*

*March 2016 – December 2016*

**Duties and Responsibilities**

**Insurance Agent**

* Assessed client and provide options for insurance coverage.
* Searching client through website and door to door.
* Created data base of my entire client including pending client for follow up.
* Cold and warm called clients in support of numerous customers’ accounts to sell service.
* Preparing and providing quotation to clients.
* Responsible for calculating the premium amounts and set up payments methods
* Offered customized policies to meet customer needs
* Assessed whether all the policy requirements were met or not.
* Coordinate to mother insurance for the releasing of my client insurance card and policy**.**

**Zulfiqar Commercial Brokers LLC. *( ZULFIQAR MOTORS JAPAN* LTD )**

**Sales Executive/Sales Coordinator cum Buying Analyst-Export**

*Business Bay, Dubai*

*March 2015 – March 2016*

**Duties and Responsibilities**

**Sales Coordinator**

* Handling 100+ customer account Philippines and Malaysia Via emails, website, phone calls and preparing for meetings.
* Daily call to customers and sending promotional email and follow the customer accordingly
* Via emails, website, phone calls, fillings, Preparing for the meetings.
* Follow up customer requirements and send quotation with the Total C&F cost of the vehicle.
* Checking Competitor price online or ask customer offer price.
* Communicating customers thru phone, skype to build a good relationship with customer.
* Meeting with the team daily and discuss about the promotional email to be send to customers.
* **Shipment Preparation**-Send instruction to account department for the “Delete and Arrange Shipment” of the vehicle and scheduled vessel for the date departure of the unit.
* Send freight update to accounting for the final C&F.
* Updating the discount update to account department for the preparation of the TT allocation and for the Surrender BL of customer.
* **Accounts**-Follow up customer full payment to release their Surrender BL so they can pull out their units in the port to avoid port penalty.
* Make sure that the vehicles properly in vanning or stuffing in container by requesting to take picture so customer reassure that it will reach the local port in good condition.
* Sent the original documents, papers of the vehicles to customer mailing address
* Giving instruction in our Japan office for release of BL (Bill of Lading) if the vehicle is fully paid.
* Making Packing List & Invoice List/Proforma Invoice.

**Buying Analyst**

* Buying vehicles thru Japan Live Auction online directly JAPAN.
* Bidding daily in auction for customer requirements and for the top seller list
* Searching for customer requirements daily and prepare for bidding
* Assisting in behalf of the customer about the condition of the units directly to Japan and inform the customers when there is a negotiation of the unit that they bid.

**Sprint-Cass PTE LTD**

**Sales Associate/Sales Promoter cum Merchandiser**

*Singapore Changi Airport*

*February 2008 - February 2015*

**Duties and Responsibilities**

* Excellent in customer service
* Serving and selling multiple customer
* Demonstrating how to use or operation of the product such as Laptops, Mobile Phone, Cameras and other Gadgets.
* Recommending and selecting based on customer needs and desires
* Using skills and techniques to achieve goals and quotas
* Handles POS payments, merchandising, stock management and inventory processing
* Maintain the up-selling and cross-selling
* Provides complete sales and support to international customer
* Promoting different Brands of Gadgets with incentives and quotas

**Philippine Long Distance Telecommunication (PLDT)**

**Customer Sales Force (CSF) Cum Office Coordinator**

*Philippines, Cebu City*

*February 2006 - January 2008*

**Duties and Responsibilities**

* Checking the white list to have prospect customer
* Handling more than 200+ customer via phone calls and door to door meeting.
* Cold and warm called clients in support of numerous customers’ accounts to sell service.
* Meeting clients and prospect to discuss the product and promotion.
* Making weekly and monthly report.

**Space Burger**

**Cashier**

*Philippines, Cebu City*

*November 2005 - August 2006*

**Duties and Responsibilities**

* Count cash and provide change to the customer
* Provide information regarding menu and specials
* Help with the different kitchen-related function

**SEMINARS/TRAININGS ATTENDED:**

**Star Orientation Programme**

Conducted by: Civil Aviation Authority of Singapore (CAAS)

Singapore, Changi Airport

February 12, 2008

**Smile Orientation Programme**

Conducted by: Civil Aviation Authority of Singapore (CAAS)

Singapore, Changi Airport

August 14, 2009

**Changi Orientation Programme**

Conducted by: Changi Airport Group (CAG)

Singapore, Changi Airport

January 26, 2011

**Provide Gems Service**

Conducted by: Singapore Institute of Retail Studies (SIRS)

Singapore, Changi Airport

January 11, 2010

**Deliver Service Excellence**

Conducted by: Singapore Institute of Retail Studies (SIRS)

Singapore, Changi Airport

August 25, 2011

**EDUCATIONAL BACKGROUND:**

Bachelor of Science Major in Business Management

From 2000-2004

Southwestern University

Philippines, Cebu City

**PERSONAL INFORMATION:**

Date of birth: September 28, 1982

Nationality: Filipino

Civil status: Single

Religion: Roman Catholic

Visa Status: Visit Visa

I hereby certify that the above information is true and correct to the best of my knowledge.