Edmel

[Edmel.335194@2freemail.com](mailto:Edmel.335194@2freemail.com)

HIGHLIGHTS OF QUALIFICATIONS

* Excellent verbal and written communication skills
* Accuracy and attention to work details, assigned tasks and carry out instructions
* Ability to exhibit professionalism with a positive attitude under pressure, well-spoken, friendly and articulate
* Willing to learn and apply new information and skills
* Interpersonal skills, Time management skills and Multi-tasking
* Flexible with work schedules and consistent with quality performance

WORK EXPERIENCE

Period : September 2016 – Present

Organization : Billionaire’s Group of Companies

Designation : Sales Executive

Duties and Responsibilities

* Organizing sales visits
* Demonstrating and presenting products
* Establishing new business
* Maintaining accurate records
* Attending trade exhibitions, conferences and meetings
* Reviewing sales performance
* Negotiating contracts and packages
* Aiming to achieve monthly or annual targets.

Period : September 2014 – May 2016 (1 year & 8 months)

Organization : Q Express Document Transport L.L.C.

Designation : Logistics Coordinator cum Receptionist

Duties and Responsibilities

* Coordinate and liaise with call center, operations, souq.com, fulfillment center and market place customers.
* Execute back office functions and ensure smooth flow of operations.
* Coordinator needs to have full control on return pickups, market place collections and return to origin.
* Coordinator assists in closing run sheets.
* Coordinate with internal and external customers to resolve any issues & arrange for special deliveries and pickups.
* Provide logistical support to supervisor & Managers.
* Deliver excellent customer service at all times
* Assist customers in returns and collection of the shipments
* Keep the reception area clean and tidy at all times
* Direct visitors by maintaining employee and department directory.
* Oversee incoming and outgoing mail and distribute to respective department or employees.
* Report any maintenance issues immediately to authorized personnel to resolve the problem
* Maintain filing system and correspondence.
* Assist the HR department with scheduled and walk in interview

Period : December 2012 – July 2014 (1 year & 6 months)

Organization : Convergys Philippines

Designation : Customer Service Representative – Assistant Team Leader

Duties and Responsibilities

* Answer phones and respond to customer requests.
* Sell product and place customer orders in computer system.
* Provide customers with product and service information.
* Upsell products and services.
* Transfer customer calls to appropriate staff.
* Identify, research, and resolve customer issues using the computer system.
* Follow-up on customer inquiries not immediately resolved.
* Complete call logs and reports.
* Research billing issues.
* Research misapplied payments.
* Recognize, document and alert the supervisor of trends in customer calls.
* Recommend process improvements.
* Other duties as assigned.

TRAININGS AND SEMINAR

* **Backoffice Technical Training,** May 13, 2015

Q express documents LLC, Al Quoz Industrial area 3, Dubai

* **Communication Skills Training,** May 4, 2015

Q express documents LLC, Al Quoz Industrial area 3, Dubai

* **Time Management Training,** March 12, 2015

Q express documents LLC, Al Quoz Industrial area 3, Dubai

* **Monetary Policies and Central Banking,** September 16, 2012

Saint Louis University Maryheights Campus Devesse Building Plaza, Baguio City

* **Knowing Your Legal Rights Lecture Series II: Anti-Violence Against Women and their Children Act of 2004,** September 16, 2012, Saint Louis University Maryheights Campus, Baguio City
* **Protect Your Future Career: Know Your Labor Rights,** August 9, 2012

Saint Louis University Maryheights AVR, Baguio City

* **Trends in Financial Management,** September 25, 2011, Saint Louis University AVR, Baguio City
* **SABM Research Forum 2011,** September 24, 2011, Saint Louis University Maryheights AVR, Baguio City
* **Talent for the Future: Personality Development,** September 11, 2011

Saint Louis University Maryheights AVR, Baguio City

* **Stock Trading and Investments: The Fundamental and Technical Analysis,** February 20, 2011

YMCA Function Hall, Upper Session Road, Baguio City

* **CARP: Ensuring Food Security and Agricultural Development,** March 7, 2010

Msgr. Charles Vath Library Bldg., Saint Louis University, Baguio City

* **Accounting Fields Seminar: Career Opportunities, Tips and Practices,** January 31, 2010

Saint Louis University, CCA Theater, Baguio City

EDUCATIONAL BACKGROUND

* Bachelor of Science in Business Administration Major in Financial Management

Saint Louis University, School of Accountancy and Business Management (Year 2008-2012)

* Secondary Level

University of Baguio Science High School (Year 2004-2008)

* Primary Level

Saint Louis University Laboratory Elementary School (Year 1998-2004)

PERSONAL DATA

Date of birth : March 25, 1991

Nationality : Filipino

Marital status : Single

Visa Status : Tourist Visa – 10 - Feb - 2016

Languages : English, Tagalog

Date of issue : November 05, 2013

Date of expiry : November 04, 2018