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| **Name:** | **Mira**  |

**Qualification: Bachelor of Science in Business Administration**

**Major in Marketing (1992-1997)**

Email: mira.335772@2freemail.com

**SUMMARY OF EXPERIENCE**

Resourceful Call Center Representative who consistently meets and exceeds productivity goals. Proven capacity to troubleshoot issues to resolve issues quickly. Maintains a high level of professionalism, patience and efficiency to minimize customer dissatisfaction and increase customer loyalty.

**SKILLS**

* Computer Literate
* Customer focused & Attention to details
* Problem solver
* Critical Thinking
* Reading comprehension
* Close Listening & Proficient mathematically ability
* Negotiation & Persuasion



**WORK EXPERIENCE**

**Simply Posh Ladies Salon & Beauty Spa**

**Administrative Supervisor**

**Dubai U.A.E**

**September 2015 – Present**

**Key Responsibilities:**

* Maintained an updated schedule of all appointments.
* Handled any cancellations or rescheduling requests.
* Maintained an inventory of available supplies.
* Resolved guest complaints or issues.
* Analyzed weekly and monthly revenues and appointment bookings.
* Ordered new products and supplies as needed.
* Assisted with customer services including haircuts perms and shampooing.

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* Worked with owner to develop marketing and promotional strategies.
* Tracked available inventory and reordered supplies and products.
* Established long-term client relationships that increased business and developed additional opportunities through referrals and networking.

**CyberCity Teleservice**

**Call Center Representative**

**Clark, Pampanga**

**Philippines**

**2008 –2015**

**Key Responsibilities:**

* Inbound, Outbound, Customer Service collection.
* Collected customer feedback and made process changes to exceed customer satisfaction goals.
* Sales oriented.
* Troubleshooting.
* Problem solver.
* Trainer.
* People Person.
* Service to support.

**Cindys Bakery and Restaurant**

**Store Manager/ Area Manager**

**Tibag Tarlac**

**Philippines**

**1997 – 2007**

**Key Responsibilities:**

* Trained new employees and conduct company product orientation.
* Sales oriented.
* People Management.
* Calculate and Transmit monthly sales performance.
* Monthly financial report – managers’ monthly report.
* Marketing promotions.

**PERSONAL INFORMATION**

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| VISA STATUS | : Employed |
| NATIONALITY | : Filipino |
| CIVIL STATUS | : Single |
| RELIGION | : Catholic |
| LANGUAGES | : Filipino, English |
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