**Glyza Samia**

Visa: Tourist Visa

**Objective:** To be an active employee who contributes to the Mission, Vision, and Values of the Company, and to interact on a professional level with other employees. To give excellent performance and to translate my experience knowledge, skills and abilities into value for the organization.

**Personal Data**

**Age:**  29

**Date of Birth:** July 05 1987

**Gender:** Female

**Civil Status:** Single

**Height:** 5’5

**Weight:** 55 kg

**Nationality:** Filipino

**Religion:** Christian

Dubai, UAE.

**Work Experience:**

**Position:** Call Centre Representative

**Duration**: May 12 2015 – September 21 2016

**Company**:

**Location:** Sharjah, UAE.

**Department:** Contact Centre

**Job Description:**

• Have sufficient knowledge about the banking products and services and respond to all inquiries accordingly.

• Improve customers’ banking experience with the bank by ensuring that the customers are attended to promptly and all their challenges are resolved without delay

• Ensure that all the bank’s policies and procedures, code of conduct and regulatory guidelines are strictly complied with in the process of discharging duties

• Channel complex customer complaints and challenges to the right quarters for effective resolution

• Ensure that customers’ confidential information is properly protected and only used for official purposes

• Answer incoming calls from customers to take orders, answer inquiries and questions, handle complaints, troubleshoot problems and provide information.

• Outbound call Survey for customer’s experience

* Manage to assist customers through navigating the online banking, mobile banking, telephone banking and all the facilities of the bank to give easy access for customers.
* Assist customers with routine account-related requests such as: funds transfers, automatic funds transfers (AFTs), stop payments, inquiries about bank deposit products and service charges, inquiries about ATM and debit card usage and limits, inquiries about checking and savings accounts transactions, inquiries about funds availability, and check verification requests by third parties.

**Position:** Collection Specialist

**Duration:** 2013 - 2015

**Company/Account:** IQOR Philippines

**Location:** Clark field Philippines

**Department:** G.E

**Job Description:**

• Assists and provides solutions to customers concerns.

• Understands, articulates and implements best practices related to area of expertise

• Maintains files and documentation thoroughly and accurately, in accordance with company policy

• Monitors accounts to ensure payments are up to date

• Handles internal and client escalations and provides resolution

• Adheres to corporate and regulatory policies and deadlines

**Position:** Collection Specialist

**Duration:** 2011 – 2013

**Company/Account:** IQOR Philippines

**Location:** Clark field Pampanga

**Department:** HSBC

**Job Description**

* Collect customer payments in accordance with payment due dates.
* Making outbound collection calls in a professional manner while keeping and improving customer relations.
* Provide timely follow-up on payment arrangements.
* Reviewing open accounts for collection efforts.

**Position:** Collection Specialist

**Duration:** 2009 – 2011

**Company/Account:** IQOR Philippines

**Location:** Philippines Clark field Pampanga

**Department:** Credit Corp Group

**Job Description**

• Accountable for reducing delinquency for assigned accounts.

• Perform other assigned tasks and duties necessary to support the Accounts Receivable Department.

• Must communicate & follow up effectively with sales department regarding customer accounts on a timely basis.

• The duties of a Collections Specialist include collection calls and/or correspondence in a fast paced goal oriented collections department.

**Position:** Sales Representative

**Duration:** 2008 - 2009

**Company/Account:** Convergys

**Location:** San Lazaro, Manila, Philippines

**Department:** Macy’s Account

**Job Description**

• Adjusts content of sales presentations by studying the type of sales outlet or trade factor

• Recommends changes in products, service, and policy by evaluating results and competitive developments.

• Provides historical records by maintaining records on area and customer sales.

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

**SKILLS**

Proficiency in English Language

Good project management skills

Excellent people skill and customer service skill

Knowledgeable in computer applications such as Microsoft Word, Excel PowerPoint and Outlook

Hardworking and Multi-tasking

**EDUCATION**

**Education Level:** College Level

**Education Field**: Computer Science

**Course:** BS Computer Science

**University/Location:**  Systems Plus Computer Foundation/Angeles City Philippines

**Date:** Jun 2004 – March 2007

**REFERENCES**

Available upon request

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| **Glyza Samia – 2016720**  Whatsapp +971504753686  To interview this candidate, please send your company name, vacancy, and salary offered details along with this or other CV Reference Numbers that you may have short listed from <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>  addressing to HR Consultant on email: [cvcontacts@gulfjobseekers.com](mailto:cvcontacts@gulfjobseekers.com)  We will contact the candidate first to ensure their availability for your job  and send you the quotation for our HR Consulting Fees. |