**GIAN**

**GIAN.336277@2freemail.com**

|  |
| --- |
| **CAREER OBJECTIVE** |
|  | To succeed in an environment of growth and excellence by utilizing my skills and knowledge.To thrive in a competitive professional environment that would bring out the best of myself in achieving organizational goals and objectives. |
| **SUMMARY OF QUALIFICATIONS** |
|  | * Good command of Microsoft Office Word, Excel, PowerPoint and Internet Access
* Excellent Communication skills
* Call handling
* Telephone Sales and Marketing
* Customer Services and Complaints resolution
* Fast learner
 |
| **WORK EXPERIENCE** |
|  | **Senior Executive**LM ExchangeOctober 2014 to Present* Communicate directly with customers by phone, electronically or face to face, respond promptly and resolve customer inquiries and complaints
* Issue Demand Draft, Money transfer through Express Transfer, Telegraphic Transfer, and Instant Money Transfer
* Handle all Western Union and Express Money Transfer to clients
* Ensure that all customers are attended well at the counters and they are directed properly wherever necessary
* Coordinate with Liaison Office and various banks or financial institutions
* Educate the customers about the benefits of a new product introduced into the market by the company.
* Monitor the rates and providing competitive rates to customers

**HelpPoint Consultant**Capita (Dubai FZ) Limited, Account: Zurich International Life LimitedFebruary 2014 – September 2014* Take ownership to deliver on quality and speed of own work in order to meet the customer expectations through written work and telephony SLAs
* Handle routine and complex enquiries from internal and external customers within well-defined procedures and in a customer centric manner
* Regularly pass full surrender leads to Customer Options Team in order to achieve business retention targets
* Contribute to the operational efficiency of the department through effective and efficient liaison with relevant individuals and units to ensure swift and efficient follow up of cases
* Maintain strict confidentiality of all data processed including clients' details and historical records
* Ensure own productivity through meeting and exceeding the standards prescribed in objectives

**Station Agent/Staff**SERCO - Dubai Metro, Dubai, UAEJune 2013 – February 2014* Deliver a safe, reliable, world class and customer focused station environment
* Monitor and maintain station operational status and to ensure the safety and comfort of passenger movement within station premises
* Provide customer service to passengers and deal with queries
* Control and mitigate overcrowding in the station and platforms to ensure that passengers flow are manageable

**Lead Associate- Sales/Customer Service**WNS Philippines, Inc, Client: T-Mobile U.KJanuary 2012 - February 2013* Deliver client service level agreements and KPIs
* Monitor agents using recorded call monitoring system and side by side live monitoring to ensure agents are maintaining quality calls that provide good customer service and sales approach
* Coach agents by providing feedback from call monitoring and data analysis
* Hold weekly team meetings to encourage team participation while creating good working relationship within the team
* Work with the management to improve processes, procedures and develop good working environment

**Customer Service Adviser**NCO Philippines Inc., Client: T-Mobile U.SJune 2011 - December 2011* Perform online sales activities to achieve client's sales targets
* Establish and maintain a high level of customer satisfaction in all sales transactions
* Handle all incoming sales calls with courtesy and professionalism
* Provide and educate customers regarding the products offered
* Recommend product that meets customer's needs
* Identify opportunities to up-sell and cross-sell products
 |
| **EDUCATION** |
|  | Bachelor of Science in Tourism Management 2008-2009Centro Escolar University, Manila, PhilippinesBachelor of Science in Hospitality Management 2007-2008La Salle College, Antipolo City, Philippines |
| **PErSONAL PROFILE** |
| Date of Birth: December 14, 1988Citizenship: FilipinoCivil Status: SingleLanguages: English/FilipinoVisa Status: Residence Visa |
|  |