**GIAN**

[**GIAN.336277@2freemail.com**](mailto:GIAN.336277@2freemail.com)

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| **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 Exchange  October 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 Limited  February 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, UAE  June 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.K  January 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.S  June 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 2008-2009  Centro Escolar University, Manila, Philippines  Bachelor of Science in Hospitality Management 2007-2008  La Salle College, Antipolo City, Philippines | |
| **PErSONAL PROFILE** | | | |
| Date of Birth: December 14, 1988  Citizenship: Filipino  Civil Status: Single  Languages: English/Filipino  Visa Status: Residence Visa | | |
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