

**Madel**

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**OBJECTIVE**

To leverage my 4+ years of customer facing experience both personal and over the phone in a multi-cultural environment, retail, experience and customer satisfaction skills and expertise in your company.

**WORK EXPERIENCE:**

**Call Center Agent/Sales Coach/Customer Service Representative for Inbound Telesales – Expert Global Solutions, Philippines (BPO-Call Center)**

September 2013 – September 2016

**Account Handled: SPRINT, one of the largest telecommunication in the United States of America**

* Answer calls and provide the required information by resolving queries.
* Facilitate sales of all products and services according to the client's needs
* Supervise the unresolved complaints and ensure that they are resolved in the given time frame by keeping the needs of the customer in mind.
* Assist and guide customers with all the required knowledge of the services and goods. Prepare bills and make repairs if required.
* Manages a team of agents
* Provides coaching to agents for:
  + Phone etiquette
  + Credit checks for new clients
  + Sales strategies
  + Personal development
* Monitors live calls and provide feedback for agents
* Handles escalated calls in reference to technical support and other higher level of concerns

**English Tutor - Mentors of Ideal Teaching (M.I.T)**

December 2012 - February 2013

* Assist Korean teachers with their English classes, and/or jointly conduct English classes with Korean teachers, and/or extracurricular activities or English camps.
* Conduct English conversation classes for Korean students and teachers.
* Prepare teaching materials to teach non-native speakers to read, write and speak English.
* Assist in developing teaching materials for English language education.
* Assist with activities related to English language education and other extracurricular activities.
* Demonstrate a good command of English language, both written and spoken.
* Maintain complete and accurate records of student progress and evidence of growth.
* Develop and deliver lesson plans that utilize a broad range of appropriate teaching and strategies.
* Performs miscellaneous job-related duties as assigned.

**Call Center Agent/Customer Service Representative for Outbound Telesales - Top Brass E-Tech Inc., Philippines (BPO-Call Center)**

May 2012 – November 2012

* Work directly with customers via telephone, and email to describe products and/or services in order to persuade potential and current customers to purchase new products and/or services.
* Educates customers on product offerings and services to improve their “on-line presence” and explains pricing and answers questions from customers building value in the customer relationship.
* Follows up with customer via telephone or email following initial sales contact.
* Identifies customer issues and provides appropriate solutions via up sell of additional products and services and obtain customer commitment and facilitates delivery of product.
* Places a minimum 80 outbound calls each day.
* Continued product education to better service customer calls.
* Maintains accurate daily record of sales in sales tracker.

**SEMINARS/TRAININGS:**

* Basic Safety Training – October 2010 (Far East Maritime Foundation Inc.)
* National Certificate II Bartending – March 2011 (TESDA)
* National Certificate II Housekeeping – March 2012 (TESDA)
* National Certificate II Food and Beverage – March 2012 (TESDA)
* Product Knowledge and Academy Bay September 2013 (EGS-BPO)

**EDUCATION:**

**COLLEGE:** **SECONDARY**:

**Ship Stewarding Course**  **High School**

**Philippine School of Maritime and Medical Access** **Maranatha Christian Academy**

Graduated, March 2012 Graduated, March 2010

**PERSONAL DETAILS:**

Date of Birth: January 22 1994

Civil Status: Single

Citizenship: Filipino

**KEY COMPETENCIES:**

* Strong verbal and written communication skills in a multi-cultural environment
* Above average computer usage skills
* Knowledgeable in MS Office application (Word, Excel)
* Excellent problem solving skills with great attention to details
* Commitment on the job
* Accountability for others
* Team-player with great interpersonal skills
* Competent in inventory management