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**ELEANOR JANE V. BALDEMAR**

**Address: Deira, Dubai UAE**

**JOB OBJECTIVE:**

To work towards achieving the greater success in my career through hard work, consistency and the ability to work with others to achieve organizational goals, aims and objectives.

**SUMMARY OF QUALIFICATIONS:**

* Nine (9) years of experience in Customer Service.
* Strong communication skills, creative, analytical, accurate and detail-oriented.
* A dedicated team player, committed to provide high-quality support and excellent problem-solving skills to all organizational levels.
* A self-motivated and organized professional skilled in orchestrating tasks and details to achieve project goals.
* Excellent customer service skills.
* Ability to multi-task, prioritize, and manage time effectively

**PROFESSIONAL EXPERIENCE:**

**July 2016 – November 2016 TELESALES EXECUTIVE**

**Dubai, UAE**

* Identify opportunities, produce leads and book appointments for the sales force with the emphasis on high quality leads
* Lead generation and Lead Research
* Develop creative pitches and propositions aimed at specific industry sectors
* Proactively follow up leads generated from canvassing by the account managers
* Use of initiative to identify and follow up opportunities with companies who are not already on the database
* Manage the database to a high degree of accuracy to ensure targeted marketing activity can take place to generate new business
* Work closely with the marketing team to achieve sales objectives
* Contribute to the team performance by sharing and implementing best practices and ideas

**March 2014 - March 2016 CLIENT RELATIONS CUM SPECIALIST/**

**ADMINISTRATIVE ASSISTANT/RECEPTIONIST**

**2GIS ADVERTISING LLC**

**Business Bay, Dubai, UAE**

* Interact with customers to provide information in response to inquiries about products and services
* Handles and resolve customer complaints
* Keep records of customer interactions or transactions, recording details of inquiries, complaints or comments as well as actions taken
* Lead generation
* Check to ensure that appropriate changes were made to resolve customers’ problems
* Communicating with Supervisors, Peers or Subordinates, providing information through telephone, email or in person
* Greet and welcomes visitors coming to the office
* Monitors and ensures that the reception area is kept tidy and projects a business-like image
* Check and sign for deliveries before informing the relevant member of the staff of their arrival
* Collate and update staff list and contact details regularly
* Provides office supplies (stationery & kitchen supplies) for staff and maintain adequate stocks
* Monitors and update attendance for all the staff
* Collates CV’s of potential applicants, does interview over the phone and schedules interviews
* Process invoices for the team including validating and obtaining authorization for payment
* Issues certifications and forms for the staff such as (Sick leave forms, Annual leave forms) and update ERM
* Makes sure that the ERM is updated

**August 2011 - February 2014 CLAIMS BENEFIT SPECIALIST**

**EXPERT GLOBAL SOLUTIONS (EGS)**

**Alabang, Muntinlupa, Philippines**

* + - Handles general inquiries by providers regarding member's healthcare eligibility, benefits, accumulations and authorizations
    - Responsible for providing provider's claim status
    - Deals with provider's inquiries regarding their network status i.e., to check if providers are participating in the member's policy or not
    - Resolves customer’s service or billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills
    - Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken
    - Review insurance policy terms in order to determine whether a particular loss is covered by insurance
    - Determine charges for services requested, collect deposits or payments, and/or arrange for billing

**October 2009 - July 2011 SENIOR CUSTOMER CARE SPECIALIST-AT&T MOBILITY USA**

**CONVERGYS PHILIPPINES INC.**

**Alabang, Muntinlupa, Philippines**

* Handles general inquiries i.e., billing issues for inbound and commitments for customer service related issues for outbound
* Responsible for setting up plans and services with up-selling
* Performs basic trouble shooting for mobile phones
* Deals with customers’ complaints and comments
* Processes payments, payment arrangement and high level adjustments

**March 2007 - October 2009 CUSTOMER SALES REPRESENTATIVE - SPRINT TELESALES USA**

**ETELECARE GLOBAL SOLUTIONS INC. (STREAM)**

**Alabang, Muntinlupa, Philippines**

* Services existing accounts, obtains orders, and establishes new accounts
* Serves customers by selling products, meeting customer needs
* Resolves customer complaints by investigating problems, developing solutions, preparing reports, making recommendations to management
* Contributes to team effort by accomplishing related results as needed
* Attracts potential customers by answering products and service questions, suggesting information about products and services
* Identify and assess customer’s needs to achieve satisfaction
* Effectively manage large volume of incoming calls
* Follow communication procedures, guidelines and policies
* Take the extra mile to engage customers and to provide better customer experience

**July 2006 - February 2007 PRIVATE DUTY NURSE**

**NIGHTINGALE NURSING SERVICES INC.**

**Makati City, Philippines**

* Delivers healthcare services to a patient or two
* Provides primary and focused nursing care and implements care plans that are specialized to individual medical needs

**RECOGNITIONS/ACCOMPLISHMENTS:**

* **Top Agent (AT&T Mobility) – April 2013 up to June 2013**

**PERSONAL DATA:**

**Birthday :** May 16, 1984

**Sex :** Female

**Height :** 5’1”

**Civil Status :** Single

**Citizenship :** Filipino

**EDUCATIONAL ATTAINMENT:**

**2000 - 2006** **BACHELOR OF SCIENCE IN NURSING**

Olivarez College

Paranaque City, Philippines

**1995 – 2000** **UNIVERSITY OF PERPETUAL HELP RIZAL**

Bacoor City, Cavite, Philippines

**1989 – 1995**  **UNIVERSITY OF PERPETUAL HELP RIZAL**

Las Pinas City, Philippines

**CHARACTER REFERENCES:**

Available upon request**.**

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| **ELEANOR JANE V. BALDEMAR – CV No 2030028**  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 [cvcontacts@gulfjobseekers.com](mailto:cvcontacts@gulfjobseekers.com)  We will contact the candidates to ensure their availability for your vacancy and send you our service HR Consulting Fees quotation for your approval. Whatsapp +971504753686  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |