**Jervie**



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[**Jervie.339431@2freemail.com**](mailto:Jervie.339431@2freemail.com)

**SALES EXECUTIVE / RECEPTIONIST / CUSTOMER SERVICE REPRESENTATIVE / OFFICE ADMIN ASSISTANT / CALL CENTER AGENT**

**OBJECTIVE**

To apply and maximize my skills and to widen my experiences in the field of sales, customer service and office administration with a competent multinational company and offer my services in achieving it goals.

**SKILLS & COMPETENCIES**

Over years of experience in customer service. A highly passionate and enthusiastic person, living and working in excellence. Fluent in Filipino and English; Can easily adapt to the work with multicultural environment and is easily taught with minimal supervision.

* Computer Literate: Microsoft Office (Word, Excel, PowerPoint)
* Strong communication skills
* Active Learning
* 60 wpm typing
* Adaptability and ability to work under pressure
* Flexible

**PROFESSIONAL EXPERIENCE**

**Sales Executive / Receptionist / Customer Service Representative March 2016 – January 2017**

**Illuminations Well being Center**

Jumeirah Lakes Towers

**Main Responsibilities:**

* Sales through outbound calling.
* Receiving inbound calls and follow or process the request of the clients.
* Setting up appointments.
* Inform clients about new products and services.
* Listen to objections and handle them effectively
* Generate more leads from the people outcalled
* Enter the details of every interaction in the system.
* Assisting clients at the reception and answering their queries.

**Team Member / Service Crew December 2014 – March 2016**

**El Pasha Café & Restaurant**

Jumeirah Lakes Towers

**Main Responsibilities:**

* Greet customers, present menus, make recommendations and answer questions regarding food and beverages.
* Cashier.
* Inform customers about daily specials.
* Take orders and relay to kitchen and bar staff.
* Prepare and serve foods at customer’s tables.
* Present bill to customers and accept payment.
* Maintain clean and well organized service areas (tables) and food storage   
  Clean equipments, utensils, storeroom

**Hughesnet Case Analyst** **April 2013 – September 2014**

**Sutherland Global Services**

Berthaphil, Berthaphil II, Jose Abad Santos Ave

**Main Responsibilities:**

* Perform call monitoring and provide trend data to the management team.
* Provide feedback/ coaching to CSRs and track performance.
* Provide soft skills, quality and other related training to staff.
* Coordinate/ participate in call calibration sessions with the operations team.
* Participate in customer and client listening programs.
* Identify client/customer needs and expectations.
* Prepare and analyze internal and external quality reports for management staff review and highlight specific areas needing attention (with suggested improvements).

**Hughesnet Billing and Technical Consultant June 2012 – April 2013**

**Sutherland Global Services**

Berthaphil, Berthaphil II, Jose Abad Santos Ave

**Main Responsibilities:**

* Offered excellent customer service to thousands of international clients;
* Worked with all the company’s department (accounts/billing/up selling, management, and supervisory) smoothly, resolving any technical, accounts, or services concerns with superb client satisfaction and commendations.
* Handled escalated calls resolved customer concerns and exemplified top notched customer service;
* Support service plan downgrades and upgrades, reactivating cancelled and or suspended accounts, processing customer payments by check, credit or debit card;
* Support technical issues of the customer such as no browsing, slow browsing and other technical related concerns;
* Quickly and effectively solve customer challenges.
* Up selling after resolving customer concern

**TRAININGS**

**December 2012** – **TECHNICAL SUPPORT REPRESENTATIVE TRAINING (Sutherland Global Services)**

* As a part of customer service, Technical Support may require more specific or targeted training depending on the products or services of the business. As the word implies, a Technical Support Representative's main role is to provide assistance to their customers who requires help with the product or service they acquired. (Satellite Internet Service)

**March 2012** – **PRODUCT SPECIFIC TRAINING (Sutherland Global Services)**

* Introduction to specific product of the Account (Satellite Internet Service Provider)
* Includes training in handling Billing queries.
* Tools introduction (Oracle/CRM)

**February 2012 – LANGUAGE & COMMUNICATIONS SKILLS (Sutherland Global Services)**

* Introduction to English Language
* Grammar
* Includes Pronunciation, Enunciation, Subject Verb Agreement
* 3 Components of Communication.
* How to provide good customer support.

**EDUCATIONAL BACKGROUND**

**Bachelor of Science in Business Administration (Major in Management)**

St. Nicholas College, City of San Fernando

Pampanga

June 2007-April 2011

**Associate in Computer Science**

Data College, City of San Fernando

Pampanga

March 2007

**PERSONAL PROFILE**

Age: 27 yrs. Old Civil Status: Single

Birth date: July 01, 1988 Height: 5’6”

Citizenship: Filipino Religion: INC