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RAND

**PROFESSIONAL EXPERIENCES:**

**FEDERAL LAND INC.**

Sales Training, HR Department, Philippine AXA Life Centre, Makati City, Philippines

**Sales Training Associate -** October 5, 2015–present

* Conducts New Recruit Seminars, Project Briefing and Special Skills Training to Newly Hired Property Specialists, Sales Managers and Division Heads
* Handles administrative tasks related to HR, Sales and Marketing activities
* Prepares and organizes training sessions, budgets, calendar of activities, accounts payable and other related documents
* Administered Persuasive Selling Training sessions which contributed 22.28% increase in the division’s total productivity rate on the succeeding months

**SPI CRM Inc. (SPI Global)**

Training and Development, Ortigas Center, Pasig City, Philippines

**Accounts Handled: BDO Credit Card, Insurance, Merchant Services & Cash Card Training Specialist -** February 1, 2013–September 30, 2015

* Conducted Product, Technical and Soft Skills Trainings to Newly Hired Employees, Team Leaders, Quality Specialists, Trainers and Customer Service Representatives that resulted to 95 – 98% success rate in quality service
* Provided floor support to assist the agents with their queries and concerns including escalated and supervisory calls
* Generated daily, weekly, monthly and quarterly reports on the activities of New Hires and other Training sessions

**Customer Service Representative -** March 21, 2011–January 31, 2013

* Assisted and managed customers’ inquiries, requests and complaints about their credit card accounts to attain customer satisfaction and build customer loyalty
* Analyzed billing related concerns and generated reports to address customers’ issues

**BAYAN TELECOMMUNICATIONS INC.**

Customer Care Division, San Francisco Del Monte, Quezon City, Philippines

**Customer Service Representative -** July 20, 2009–March 23, 2011

* Identified and assessed customers’ concerns to achieve their needs, build sustainable relationship and excellent quality service pertaining to their bills, package plans and other services
* Probed subscriber’s complaints with the installation and repair of their landline and internet

**AWARDS AND ACHIEVEMENTS:**

**APAC Trainer of the Month - SPI CRM Inc. (SPI Global)**

* Awarded as the Top Trainer of APAC campaign for September 2014 and March 2015

**Top Performer – Customer Service Representative of SPI CRM Inc. (SPI Global)**

* Recognized as the top performing agent from the Quarterly Performance Evaluation for January – March 2012, April – June, 2012, and July – September 2012
* Quality Assurance Award - Top Agent for the month of September 2012

**Top Performer** – **Customer Service Representative of Bayan Telecommunications Inc.**

* Recognized as the top performing agent from the Yearly Performance Evaluation 2010

**EDUCATIONAL BACKGROUND AND LICENSES:**

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| Professional License | **Licensed Real Estate Broker,** PRC Manila, Philippines, 2015 |
| June 2012 | – May 2015 | **Master in Business Administration** |
|  |  | Specialization: **Marketing Management** |
|  |  | Polytechnic University of the Philippines, Sta. Mesa, Manila |
|  |  | Thesis**:** **“The Effectiveness of the Marketing Strategies of Credit** |
|  |  | **Card Companies in the National Capital Region”** |
| June 2005 | – March 2009 | **Bachelor of Science in Commerce** |
|  |  | Major: **Business Management** **– Dean’s List Awardee** |
|  |  | Magsaysay Memorial College, San Narciso, Zambales |
| June 2001 | – March 2005 | High School Diploma, Carmel Academy, Zambales – **with distinction** |
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| **SKILLS:** |  |  |
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* Technical Skills, Interpersonal Skills, Team Player, Client-Relationship Skills, Research Skills, Problem-solving skills, Selling Skills, Training Skills
* MS Office Navigation Expert – MS Word, MS Excel, MS Power Point
* Software Navigation Expert – Internet Browser, Email

**SEMINARS AND TRAININGS:**

* **Professional Image Development Workshop**, Le Parc, Pasay City, August 4, 2016
* “**MBA towards Global** **Competitiveness”**, Polytechnic University of the Philippines Graduate School, Sta. Mesa, Manila, March 12, 2016
* **Comprehensive Real Estate Seminar,** Urban Institute of Real Estate AIM ACCM, LegaspiVillage, Makati City, Nov. 28, 2015 – Feb. 1, 2016
* **2015 PUP Graduate Research Festival,** “The Effectiveness of the Marketing Strategies of

Credit Card Companies in the National Capital Region”, PUP GS, Manila, May 25, 2015

* **Silver Training,** Aspire University, SPI CRM Inc., Manila, April 15–June 3, 2015
* **The Opportunities and Challenges of MBA Stakeholders in ASEAN Integration 2015,**

Polytechnic University of the Philippines Graduate School, Sta. Mesa, Manila, March 14, 2015

* **Social Media Marketing: In an Era of Internet Dominance,** Polytechnic University of thePhilippines Graduate School, Sta. Mesa, Manila, October 11, 2014
* **Learning Transfer Conference** SPI CRM Inc., Makati City, May 11- June 5, 2013
* **Gearing up for the Corporate Battle Winning Moves in 2013 & Beyond**, PolytechnicUniversity of the Philippines Graduate School, Sta. Mesa, Manila, March 2, 2013
* **Bayan Voice Customer Service Training Program,** Quezon City, July 19–Sept. 18, 2009
* **On Job Training, Rural Bank of San Narciso,** San Narciso, Zambales, Jan. 6–Mar. 19, 2009
* **On Job Training, Zambales Rural Bank Inc.,** San Marcelino, Zambales, May 12–22, 2008
* **Cosmetic Beauty Counselor, Avon Philippines,** San Narciso, Zambales, June 1, 2007–Mar. 3,2008
* **Conference of Aspiring Marketing Professionals,** SM Mall of Asia, Pasay City, Feb. 8, 2008