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| Objective | Looking for a new opportunity to develop my experiences and acquire a professional performance according to corporate objectives and be an asset to the corporate. Hoping to obtain a position that will enable me to use my expertise in customer service, social and professional skills. |
| Summary | 1. Highly skilled in providing information regarding products and services of the company. 2. In-depth knowledge of taking orders, computes charges, and administers billing or payments. 3. Hands-on experience in reviewing, updating or making changes to customer accounts. 4. Track record of listening and responding to customers’ needs and concerns. 5. Able to handle returns and complaints effectively. 6. Demonstrated ability to record details of client contacts and service history. 7. Proven ability to determine answers and solutions quickly. 8. Special talent for handling irate and angry customers. |
| Experience | Company Name: Dominant Systems Integrator LLC  Retail Brand: PhabletFix (www.phablet-fix.com)  Position: Telesales Executive Cum Receptionist  Location: M-01, Atrium Centre, Bank Street, Bur Dubai, Dubai, U.A.E.  Duration: May 24, 2014 – June 12, 2016  Achievements:  Front Desk Coordinator / Receptionist   1. Identified core weaknesses of the front desk and employed corrective measures. 2. Gained extended effective communication skills centered on providing entry-point services. 3. Gained knowledge on implementing customer loyalty programs. 4. Learned how to correctly receive items for repair with thorough quality checking and dispatching the items back. 5. Managed the workshop operations to ensure smooth work and meet deadlines. 6. Coordinates with the technician to make sure parts and tools needed for repair is available at all times and items need to be repaired at the given time will not be delayed.   **Customer Service Representative** - Inbound and Outbound Sales   1. Managed a high-volume workload and operating 800 toll free numbers within a deadline-driven environment. 2. Helped company attain direct feedback from customers and increase sales thru follow up. 3. Was able to hit 86% of the target successful resolved issues during 1st month of joining.   **Administrative Assistant** Created a wide excel database for new prospects / clients in corporate sectors.  1. Helped in instituting a cloud based system for Customer Database, Inventory, Billing System and General Accounting. 2. Promoted company and increased sales by marketing and direct sales thru chat, flyer distribution, managing Facebook pages and posting in different websites and forums. 3. Learned a great deal in efficiently processing forms, letters and documents which increased productivity in work.   Company Name: 24/7 Incorporated  Account: Time Warner Cable (TWC)  Position: Tier 2 Technical Support  Location: 14F iSquare Building, Meralco Ave, Pasig, 1603 Metro Manila, Philippines  Duration: February 04, 2013- April 13, 2014  Achievements:   1. Ensured precise handling of service requests. 2. Demonstrated ability to diagnose and fix problems of operating systems. 3. Achieved monthly sales targets for internet upgrades. 4. Track record of working with end users and providing effective Tier 2 support. 5. Gained knowledge and experience of IT Skills such as: Windows XP, 7, 8, Network Connectivity, System Upgrades, System Recovery, LAN/WAN, Wireless/VPN, Driver Installation.   Company Name: Hinduja Global Solutions  Account: American Telephone and Telegraph Company (ATT)  Position: Customer Services Associate  Location: 86 Eulogio Rodriguez Jr. Ave, Libis, Quezon City, 1110 Metro Manila, Philippines  Duration: September 05, 2011- December 14, 2012    Achievements:   1. Generated new and repeat sales by providing product and technical information in a timely manner. 2. Attained a 100% customer satisfaction level through demonstration of highly effective query response and problem resolution strategies. 3. Gained core competencies such as: Hard Selling, Billing and Disbursements. 4. Handle billing, ordering and repair matters while using appropriate techniques to recommend and sell a variety of products and services to meet customers' needs. 5. Adhered to all training guidelines to ensure all FCC and Code of Business Conduct requirements are met. 6. Multi-tasking to provide our customers with both an effective and efficient customer experience. 7. Saved products from being cancelled to ensure positive netted revenue.   Company Name: JP Morgan Chase Bank  Line of Business: Consumer and Community Banking  Position: Risk Operations Analyst  Location: Net Plaza, 31st Street Bonifacio Global City, Taguig, 1634 Metro Manila, Philippines  Duration: April 19, 2010- April 12, 2011  Achievements:   1. Completed Retail Operations Training for Deposit New Hire. 2. Achieved perfect attendance award for consistently showing dedication in coming to work and on time. 3. Achieving 74.36% - 123.40% goal on productivity for the month of August, September and October 2010. 4. Achieving Employee of the month for October 2010 for showing exceptional job on all four metrics. 5. Achieving Employee of the month for November 2010 for showing exceptional job on all four metrics. 6. Achieving Level up Award for showing significant improvement of 48.15% rate on Good Holds for the month of November 2010. 7. Achieving All Star Award for exceeding the expectation for the month of November 2010 Scorecard.   Company Name: Convergys  Account: Citi Bank Finance  Position: Sales And Service Representative 3  Location: 6796 Ayala Ave. cor. Salcedo St., Legaspi Village, Makati City 1200 Philippines  Duration: January 19, 2009-April 16, 2010  Achievements:   1. Completed the Citi-Fraud New Hire Training and BC/Diners Cards Training. 2. Achieved Certificate of Recognition for being the Most Valuable Agent for Perfect Attendance during the second quarter of 2009. 3. Achieved “The Power of One” Recognition from the manager for the month of August 2009 for being the Top 1 agent and showing Vision, Respect for the Individual, Shareowners’ Trust, Unparallel Client Satisfaction, Developing People, Corporate Citizenship, Teamwork, Diversity and Integrity. 4. Promoted to Sales and Service Representative 3. |
| Education | Graduated Bachelor of Science in Nursing Year 2008. |
| Skills | 1. Capable of building customer loyalty through listening, relationship building, and professional and persuasive communication skills. 2. With good analytical, verbal, and written communication skills. 3. With adaptability and able to see the benefits of change. 4. Able to multitask different computer systems at the same time, while handling call volumes. 5. With basic understanding of the front-end Fraud Prevention process and the various fraud types. 6. Consistently adhere to prescribed policies & procedures ensuring adherence to regulatory compliance. |