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**CAREER AIM**

To apply my skills and knowledge to be an asset for any field of Administration, HR, Customer Service, Sales, Banking & Marketing.

**QUALIFICATIONS SUMMARY**

1. More than Ten (10) years of work experience in various positions in different industries such as  Media , Employment Agency, Contact Center, Customer Service, Sales, Banking and Network Marketing.

2. Knowledge & Expertise in Telephone etiquette

3. Computer Literate:

* Microsoft Office (MS Word, Excel, Powerpoint)
* MAC (OS)
* Internet Access & e-mail

4. Good written & oral communication skills, Initiative, flexible and willing to undergo training.

5. Typing Speed of 50-55 words per minute

**WORK EXPERIENCE**

**September 2016 to January 2017 : Unicity Network Philippines INC**

**Position Held: Senior Account Manager**

**Nature of Work:**

* Discuss specific performance metrics, aligned with business strategies
* Support account managers and business associates to ensure client satisfaction
* Communicate with clients at a senior level to resolve issues and inquiries
* Generate innovative ideas to support customers and boost brand awareness
* Use client feedback to improve customer experience
* Report on sales results on a regular basis and suggest improvements
* Identify and approach potential clients
* Ensure brand consistency
* Stay up-to-date with product launches and provide support to clients and the team
* Organize meetings with the team to ensure all members are on track with personal goals

**October 2015 to  August 2016 : Abu Dhabi Commercial Bank**

**Position Held: Senior Telesales Executive**

**Nature of Work:**

* Experienced in handling remedy complaints and provides amicable to resolve the complaints.
* Call predetermined clients and proactively sell a product of the bank, cross-sell bank assurances for qualified and eligible customers.
* Extensive knowledge in selling credit cards and loans to new and existing clients.
* Assists with opening different types of bank accounts.
* Knowledgeable with KYC.
* Expert with cross-selling products.

**November 2011 to May 2015 : Rakbank**

**Position Held : Teleservice Executive / Retention Specialist**

**Nature of Work:**

* Provide excellent customer service/sales assistance by taking primarily inbound and outbound calls for existing Rakbank customers
* Utilize skills acquired through training and recent relevant customer service/sales experience to meet and exceed established goals and performance levels to minimize the loss of customers and revenue
* Actively promotes the value of our services, products, retention of services, and ensure customer satisfaction and loyalty, by consulting with, assisting and resolving a wide variety of customer telephony/telecommunications requests, inquiries and complaints.
* Assists the relationship Manager in making daily/weekly/monthly MIS for different activities pertaining to retentions and sales activities of the team
* Assists the relationship Manager in ensuring to achieve the daily target of the team
* Assists the relationship Manager in coordinating with quality department in solving customer dissonances

**May 2011 to October 2011: Ramee Group**

**Position Held : Sales Assistant / Telesales Executive / Reservations In-charge**

**Nature of Work:**

* Working with sales executive to set up campaigns that promote the services to existing and new customers
* Communicating with the existing accounts to increase or maintain levels of the business activity
* Developing and maintaining new database contacts and details of potential customers
* Developing targeted telesales campaigns, which increase sales to company from corporate customers
* Ensuring the correct maintenance of follow-up procedures to the potential clients
* Maintaining detailed records and accounts of all telesales promotions
* Reporting to the sales executive immediately on any customer disputes or problems or other major matters
* Updating database with new information
* Managing and following up mail shots
* Meeting up potential Clients for Hotel show around
* Finalizing booking and reservation for personal and coporate accounts
* Answering inbound calls for inquiries

**Feb 2010 to March 2011 : Stream Global Services**

**Position Held : Inbound Sales Associate for Vonage US and CANADA**

**Nature of Work:**

* Responds to inbound calls from potential clients
* Consistent top performaner in selling  and up-selling the company’s products and services
* Tells prospective customers about the benefits the product or service over the telephone
* Gathers customer’s information (name,address,contact info)
* Process sales using customers' credit/debit cards or checking account
* Manages the team when the Team Leader is not around
* Became Assistant Team Leader after 6 months probation period
* Makes sure account conversion reqiured by the client is met
* Gather total calls and sales per hour by the team composed of 15 agents
* Make the Hourly report and send it to Management and Client abroad
* Make the daily report after the team’s shift  and send it to Management and Client abroad
* Make outbound calls to potential customers who called before for inquiries
* Accept escalated calls from customers asking for manager / for customers who called more than 3 times for the same reason
* Listen to team’s calls and note down AFI’s and commendations
* Do coaching w/ agents at least once a week to discuss performance
* Facilitate team huddles

**June-November 2009 : Sitel Philippines**

**Position Held : Customer Service Representative for Bell Canada**

**Nature of Work:**

* Responds to inbound calls  for Customer Service assistance
* Responds to customers’ requests and on-line resolution of problems
* Upsells and cross sells products and services (Phone, Internet, TV)
* Provides customers with products’ and services’ information
* Transfers customers’ calls to appropriate department
* Identifies, researches, and resolves customer issues using the computer system
* Follows up on customer inquiries not immediately resolved
* Completes call logs and reports
* Recognizes, documents and alerts the supervisor of trends in customer calls

**April 2008 - May 2009 : Alpha Tomo International Manpower Services**

**Position Held : Human Resources Specialist**

**Nature of Work:**

* Responsible for creation of Job Description
* Responsible for screening and recruitment process of applicants for overseas employment to Malaysia
* Oversees Employee Relationship Management.
* Plans and conducts new employee orientation to foster positive attitude toward organizational objectives
* Performs administrative functions
* Handles the daily operation of the office
* Performs miscellaneous job related duties as assigned
* Arranges schedules of meetings & cars for use of employees and overseas employers from Malaysia
* Manages incoming & outgoing phone calls, fax, email

**March 2007 - June 2007 : Studio 23 , ABS-CBN**

**Position Held : Television Production Assistant Intern**

**Nature of Work**

* Responsible for scheduling show rehearsals
* organizes production tools
* oversees timings during a shoot
* distributes of scripts
* schedules staff meetings

**EDUCATION**

**Tertiary**

Bachelor of Arts, Major in Communication Arts,

University of Santo Tomas, Manila (2008)

**Secondary**

Saint Paul University Quezon City (2004)

**Primary**

Saint Joseph School Naga City (2000)

**SKILLS**

* Management
* Customer Service , TeleSales
* Computer Skills (Microsoft Word, Microsoft Excel, Mac OS)
* Video editing
* Basic Photoshop editing
* Camera Handling
* Script writing