**

***INNA***

C/o-Mobile Number: +971505891826

E-mail Address: [inna.344442@2freemail.com](mailto:inna.344442@2freemail.com)

**Objectives:**

* To acquire a job that will bring growth to my career and self-betterment.
* To impart my skills into the firm with my qualities and experiences I gained through my education and work background.

**Work Experience:**

**Sales Associate**

Al Ghurair Retail L.L.C.

March 2015 – Present

**Duties:**

* Greeting and assisting customers who enters the shop.
* Provide excellent customer service and deliver sales.
* Responsible for processing cash and card transactions.
* Keeping the store tidy and clean, this includes hovering and mopping.
* Involved in stock control and merchandising.
* Working within established guidelines by the management particularly by the brand.

**Reservations Specialist**

InterContinental Hotels Group

November 2014 – March 2015

**Duties:**

* Handles all reservations queries of IHG Rewards Club members.
* Promote and upsell other products and services of the company.
* Reach individual monthly targets and quality metrics.

**Back-of-House Team Leader**

Teletech Customer Management Philippines Inc.

April 2014 – November 2014

**Duties:**

* Handle the pioneer team as back-office support of Morgan Stanley.
* Answer e-mail queries of clients.
* Provide financial statements requests from clients and branch level.
* Monitor individual performance of every team member.
* Conduct regular individual coaching, team meetings and quality assessments

**Technical Support Representative**

Alorica Pacific Rim Inc.

May 2012 – August 2013

**Duties:**

* Perform line transfer from another service provider to AT&T.
* Take incoming calls to provide troubleshooting measures to AT&T field Technicians.
* Chat support for online queries of clients.
* Meet targets and deliver quality service metrics.

**Inbound Sales Advisor**

Convergys Inc.

October 2011 – April 2012

**Duties:**

* Take incoming calls from OnStar Clients in USA and Canada.
* Sell products and services to old and new clients.
* Address customer queries and complaints.
* Reach individual target and quality metrics given by the management.

**Educational Background:**

* Bachelor of Science in Business Administration Major in Business Management

Asia Pacific College, Makati City, Philippines

2009-2013

* Secondary Education

Saint Jude Parish School, TreceMartires City, Cavite, Philippines

2005-2009

* Primary Education

Santo Niño Elementary School, Parañaque City, Philippines

1999-2005

I, Inna, hereby approve that the above information are true and correct to the best of my knowledge.