***JENELYN***

***C/o-***Mobile No.:+971505891826

E-mail Address: **jenelyn.344960@2freemail.com**

***CAREER OBJECTIVE***

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***Educational Qualification***

BACHELOR’S DEGREE

**BACHELOR OF ENTREPRENEURIAL MANAGEMENT**

QUEZON CITY POLYTECHNIC UNIVERSITY

Quezon City, PHILIPPINES

2006-2010

**STATUS**

VISIT VISA

Al Qusais 1 Dubai

***SUMMARY OF QUALIFICATIONS***

To support the growth and profitability of an organization that provides challenge, encourages advancement and rewards achievement with the opportunity to utilize my substantial experience, skills and proven abilities.

* Experienced in Sales and promotion.
* Computer Literate and Knowledgeable in MS Office.
* Experienced in Customer Service Representative.
* Possessed Expertise in doing paper works.
* Knowledgeable in Field work expertise in sales and promotion.
* Received telephone calls and keep records in day to day written communication.
* Expertise in Calendar Management.
* Experienced in handling cash and cheques collection.
* Planning, developing, implementing, monitoring and evaluating project to promote health improvement.

**Professional Insights Marketing Services**

***(GLAXOSMITHKLINE)***

***Receptionist***

**Las Pinas, Paranque City**

**March 2014-January 2017**

* Achieve agreed contract given by the company consist coverage and frequency targets and Detailing the assigned Doctors and deliver agreed customer centric activities within operating budget expense.
* Is in charge with the responsibility of providing a lasting impact on the success of the firm: to make a good first impression at all times.
* Contributes own initiative to asses client to get quota in sales and calls performance per month.
* Provides assistance in general administration duties including support to various departments.
* Promptly answers, routes and screens all questions from the MD’s and client with proper etiquette as per company procedure.
* Maintains a professional, credible, pleasant and sincere tone of voice when answering queries from the entire client.
* Receive payment by cash, check, credit cards, vouchers, or automatic debits.
* Issue receipts, refunds, credits, or change due to customers.
* Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.

* Monitors and tracks documents to ensure that shipments are planned, scheduled and are delivered to different offices in a timely manner.
* Roles may vary from giving face-to-face advice to individuals to producing strategic policies for health promotion.
* Makes an inventory and ensures the availability and replenishment of samples given by the company.
* Keeps a record of all the incoming and outgoing written communications.
* Greet customers entering establishments.
* Maintain clean and orderly checkout areas.
* Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
* Receive payment by cash, check, credit cards, vouchers, or automatic debits.
* Issue receipts, refunds, credits, or change due to customers.
* Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
* Greet customers entering establishments.
* Maintain clean and orderly checkout areas.
* Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
* Processes all required documents for the provision of

 orders and monitor stocks availability of the products

 has been promoted to the hospitals, clinics and etc.

* Manages and updates the clients for the listing of new product available and maintain the sales of the product carried.
* Performs Calendar Management and manages the schedule of the training and seminar will be provided by the company.
* Performs the scheduling and planning of meetings and conferences will do for the product presentation for the hospitals, community etc.
* Hit the target sales quota and calls every month.
* Visit Doctors and client regularly.

***Personal Details***

Date of Birth:Sept. 28, 1981

Height: 5’4’’

Weight: 110 lbs.

Nationality: Filipino

***Knowledge, Abilities & Skills***

**Proficient in the following:**

* MS Word, MS Excel, MS Powerpoint and the Internet
* Multitasking
* Oral and Written English Communication.
* Providing Good Customer Service.
* Handling Customer Queries in a Professional Manner
* Ability to work independently or as part of team
* Ability to work under pressure
* Showing a positive attitude towards work

***Language Spoken***

English and Filipino

**El EZBA RESTAURANT**

**United Arab Emirates**

**Waitress/Cashier**

 **Dubai, Business Bay**

**January 2012 - October 2013**

**Zeutica, Inc.**

**(Pharmaceutical Company)**

**Valenzuela City Philippines**

**Medical Representative**

**July 2010 – March 2011**

 **Duties and Responsibilities:**

* Provided Above Satisfactory Customer Service.
* Created customer profiles for future references.
* Ensured the provision of Quality Customer Care.
* Communicated and coordinated with the Service Providers.
* Ensured that the Target Metrics are being met at all times.
* Handled customers within average handling time requirement.
* Making sure that the issue of the customer was resolved.
* Can handle irate customer in a professional manner.

**Duties and Responsibilities:**

* Promote pharmaceutical product to potential physician in a specific area given by the company.
* Provided Quality product and services in pharmaceutical industry.
* Promote pharmaceutical product in hospital, private and government clinic given by the company in specific area.
* Was in-charged in answering queries through mobilephone given by the company.
* Was in-charged in making appointments with the doctors for RTD and attending seminars and conference made by the company.
* Ask the Doctors to prescribe my product during the consultation, laboratory procedures and in getting the right medicine prescription.
* Was in-charged in processing Letter of Authorization for programs and activity to be done inside the premises of hospitals and establishments.
* Ensured that all payments are well-documented and updated.
* Attend seminars regarding product knowledge and customer service.
* Was in-charged in coordinating to other areas to endorse MD’s to be cover and visit regularly.
* Reported weekly to the office and scheduled set by the company.

**Shangri-La Hotel**

**Makati City, Philippines**

**Receptionist**

**November 2003 – April 2004**

* Assist customer with royalty treatment
* Always attend customers while inside the hotel
* Attend customers with warmth and comfortable greetings
* Handle irate customers with professional manners

**Cherry Foodarama Supermarket**

**Quezon City, Philippines**

**Cashier**

**November 2002 – July 2003**

* Receive payment by cash, check, credit cards, vouchers, or automatic debits.
* Issue receipts, refunds, credits, or change due to customers.
* Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
* Greet customers entering establishments.
* Maintain clean and orderly checkout areas.
* Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.