**DENNIS**

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**Email:** [**dennis.345126@2freemail.com**](mailto:dennis.345126@2freemail.com)

**SUMMARY OF QUALIFICATIONS**

* Has been working in the outsourcing industry for over a decade, with 4 years in managerial, or supervisory position.
* Knowledgeable with both the technological and operational aspect of a call center.
* Have managed (call centers, accounts), supervised (teams) and trained (managers, agents).
* Unique combination of competent knowledgein marketing, training, business development, and sales.
* Has been working in the travel and hospitality industry for 4 years, and is well adept with the use of Sabre, Abacus, Amadeus, Worldspan, Apollo and Shares GDS’s.

**INTERGLOBE TECHNOLOGIES PHILIPPINES**

*Process Associate*

October 2015 to November 2016

* Assist clients in arranging and modifying travel itineraries.
* Consistently among the top performing agent across all line of business.

**AEGIS PEOPLE SUPPORT INC. / TELEPERFORMANCE PHILIPPINES CO.**

*Account Executive / Assistant Team Leader*

April 2012 to October 2015

* Assist customers in processing flight, hotel, and car rental reservations
* Provide assistance in reservation modifications.
* Consistently among the top 5 monthly performers.

**BARSTOW RETIREMENT PLAZA / STANDING ROCK MANOR RCFE**

*Back Office / Marketing Support Staff*

June 2008 to April 2012

* Conduct telemarketing activities for both facilities to increase their census.
* Prepare marketing and promotional materials like banners, flyers and brochures.

**COMPREHENSIVE NEW ERA RESOURCE GROUP INT’L (SF, CA USA)**

***Business Development Manager***

Sept 2007 to June 2008

* Design business model for every business unit.
* Formulate and implement marketing strategies.
* Spearhead marketing campaign to widen clientele base.
* Monitor business unit performance on a weekly basis.
* Conduct market research and analysis to determine possible future business venture for the company.

**TAFT OFFSHORE SOLUTIONS INC.**

***Account Manager / Business Development Manager***

Mar 2007 to October 2007

* Oversee day to day performance of assigned account.
* Formulate and implement operational procedures.
* Formulate strategies to boost agents’ performance.
* Manage company resources such as; personnel, leads, etc.
* Seek other business opportunities and ventures to widen scope of services the company offers.
* Monitor and maintain pre-defined quality standards set on assigned campaign.

**BROADLINK CONTACT CENTER INC.**

***Operation Manager / Project Lead Consultant***

February 2006 to February 2007

* Oversee day to day operation.
* Formulate and implement operational procedures.
* Monitor and maintain pre-defined quality standards set on assigned campaign.
* Create marketing presentations to prospective investors.
* Provide in-depth project orientation and presentation to investors.
* Train and assist investors’ personnel’s, from managers to agents.

**PRIME RESOURCES OUTSOURCING PLUS INC.**

***Operation Manager (Mortgage Lead Generation / Physician Database Build-up / Physician Recruitment)***

March 2005 to January 2006

* Oversee day to day operation.
* Formulate and implement operational procedures.
* Formulate strategies to meet client expectations.
* Monitor and maintain pre-defined quality standards set on campaign.
* Spearhead marketing campaign to widen clientele base.

**VISION – X TELESERVICES INC.**

***Customer Care Associate (AT&T NCAC Project)***

Nov 2004 to January 2005

* Assist customers with their concerns regarding their telephone service subscription.
* Resolve customer complaints in the most professional manner possible.
* Up sell company products to existing and new subscribers.

**RMH TELESERVICES INC**

***Customer Care Associate (AT&T Customer Service)***

April 2004 to Sept 2004

* Assist customers with their concerns regarding their telephone service subscription.
* Resolve customer complaints in the most professional manner.
* Up sell company products to existing and new subscribers.

**INFLUENT PHILIPPINES INC.**

***Telephone Sales Representative(Citibank, AT&T Universal CC, and Mortgage Lead Generation)***

Oct 2003 to Feb 2004

* Offer clients’ products and services to their prospective customers.

**DONICA DIAGNOSTICS AND IMAGING SERVICES**

***Head, Marketing Dept.***

July 2002 to August 2003

* Formulate strategies to boost company’s image during its maiden months.
* Seek other business opportunities and ventures to widen scope of services the company offers.
* Formulate and implement marketing strategies to widen clientele base.
* Formulate strategies to maintain and expand business relationship with clients.

**CALAPAR SERVICES INC. (MERALCO CONTRACTOR)**

***Meter Reader / Trainer***

Dec 1993 to January 2001

* Accurately read customers electric meter.
* Report discrepancies and illegal activities committed by customers.
* Train new recruits on how to read meters, reset demand meters, report findings, and navigate the Rover 2000 meter reading equipment.

**EDUCATIONAL BACKGROUND :**

**TERTIARY:**

***San Sebastian College – Recoletos***

Bachelor of Science in Business Administration (Major in Management)

(4th year undergraduate)

1993 – 1998

***Phil. Air Force College of Aeronautics***

Bachelor of Science in Aircraft Maintenance Engineering (Undergraduate 1st year)

1990 – 1991

**SKILLS:**

* Above-average English communications skills.
* Knowledgeable in MS Office application.
* Knowledgeable with Five9 and Vicidial Administrator, Supervisor and Agent interface.
* Has good command of the Sabre, Abacus, Amadeus, Worldspan, Apollo and Shares GDS’s.

**PERSONAL INFORMATION:**

**FULL NAME :** Dennis

**BIRTHDAY :** October 20, 1973

**AGE :** 43

**CIVIL STATUS :** Single

**RELIGION :** Iglesia Ni Cristo

I hereby certify that all the above information is true and correct to the best of my knowledge.

**DENNIS**