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**KELVIN**

**Sales AgentI Operations & Administrative Support**

Kelvin.347702@2freemail.com

**SUMMARY**

* An adaptable, resourceful and enthusiastic administrative/operations assistant and Sales Agent with 4 years plus experience in monitoring and reconciling a company’s accounts.
* A strong communicator with excellent interpersonal skills and knowledge of reporting and assisting in the production of monthly management accounts and Sales accounts.
* Contributing extensively to team work and always displays a willing and helpful manner when resolving, analyzing and investigating various discrepancies and resolving customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management.

**CAREER OBJECTIVE:**

* To obtain position that commensurate my qualifications, pursue a career in a reputable company that values excellence, commitment, teamwork and dignity and at the same time to be able to contribute to its growth and development.

**EDUCATION & TRAINING:**

**Caregiving NC II Jan 2015 – Aug 2015**

PRIMACARE Training and Development Center –LaoagCity Inc

Laoag City, IlocosNorte Philippines

**Bachelor of Science in Business Administration, major in management accounting2007-2011**

Mariano Marcos State University, Batac City, IlocosNorte Philippines

**PROFESSIONAL EXPERIENCE:**

**Sales Representative Oct 2015 – Jan 2017**

Vantage International – Retail Outlet.

Laoag City, Ilocos Norte Philippines

**General:**

* Focuses sales efforts by studying existing and potential volume buyers
* Attend to potential and old buyers of products and gave brief description on companies account.
* Call on supplier for reserve items for costumer pick up. Update existing buyers when orders are delivered.
* Submits orders by referring to price lists and product literature.
* Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.
* Monitors competition by gathering current marketplace information on pricing, products, new products, delivery schedules, merchandising techniques, etc.
* Recommends changes in products, service, and policy by evaluating results and competitive developments.
* Resolves customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management.

**Operations / Administrative Assistant Sept 2012- Dec 2014**

BSM Crew Service Centre Phils, Inc, Malate Manila Philippines

**General:**

* Responds to a wide range of inquiries from seafarers and provides assistance with the initial review and processing of applications.
* Use several electronics and manual system, responds and answer courteously to inquiries received by phone mail and email about visa requirements and application process.
* Moves information printed materials and correspondents, quickly and effectively within the section.
* Reviews the correctness and accuracy of applications before filing.
* Makes preliminary assessments on who are required for a visa and for the corresponding requirements on applications
* Request for funding from the cashier and make a corresponding liquidation once the is being filed.
* Give briefing on applicants before going on the embassy for interview.
* Other duties as assigned by the company director.

**Sales Agent June 2011 – June 2012**

Spitze Trading, West Triangle, 1104 Quezon City, Philippines

* Services existing accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors.
* Adjusts content of sales presentations by studying the type of sales outlet or trade factor.
* Focuses sales efforts by studying existing and potential volume buyers.
* Submits orders by referring to price lists and product literature.
* Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.
* Monitors competition by gathering current marketplace information on pricing, products, new products, delivery schedules, merchandising techniques, etc.
* Recommends changes in products, service, and policy by evaluating results and competitive developments.
* Resolves customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management.
* Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
* Provides historical records by maintaining records on area and customer sales.
* Contributes to team effort by accomplishing related results as needed.

**COMPETENCIES**

* MS Office applications (Word, Excel, PowerPoint, Outlook)
* Profit & Loss
* Cash management
* Customer Service,
* Meeting Sales Goals
* Closing deals Skills
* Prospecting Skills & Negotiation,
* Self-Confidence & Motivation Dealer
* Product Knowledge& Client Relationships

**PERSONAL DETAILS**

Nationality: Philippines I DOB: 30 April 1991 I Status: Single I Religion: Christian I Languages: Filipino & English

*This is to certify that I have furnished the above information and the same is true and correct to the best of my knowledge and belief.*

**KELVIN JOHN PAUL CASTILLO PASCUAL**

Signature over Printed Name