

**Wayne**

**Wayne.350015@2freemail.com**

**CAREER OBJECTIVE:**

A level headed, calm and unflappable individual who is able to carry out any customer service role professionally and effectively. Has a long track record of exceeding customer’s expectations and of improving customer relationships. I do this through having an in-depth understanding of the tasks, responsibilities and skills involved in customer service work.

**QUALIFICATION:**

* Skilled in Basic Microsoft Office (MS Word, MS Power Point, MS Excel)
* Good Communication Skills
* Can work under pressure
* Able to learn quickly and apply knowledge to new application.
* Willing to take an extra responsibility to get the work done.

**EDUCATIONAL ATTAINTMENT:**

**Tertiary :** *Bachelor of Science in Business Administration*

 *Major in Operations Management*

**University of the Assumption**

 City of San Fernando, Pampanga

 2009 - 2014

**Secondary :** **Pampanga High School**

City of San Fernando, Pampanga

2005 - 2009

**INTERNSHIP**

* **Subaru**

Pampanga, Philippines

Dec 2013 – March 2014

**WORKING EXPERIENCE:**

* **D’champ Concrete Product**

Pampanga, Philippines

Customer Service

April 2015 – January 2017

**Responsibilities:**

* Resolve customer complaints via phone or email.
* Use telephones to reach out to customers and verify account information.
* Greet customers warmly and ascertain problem or reason for calling.
* Suggest solutions when a product malfunctions.
* Provide answers to inquiries involving a company's product or services.
* Close out or open call records.
* Compile reports on overall customer satisfaction.
* **Invecs Auto Centrum**

 Pampanga, Philippines

 Sales Consultant

 April 2014 – April 2015

**Responsibilities:**

* Understanding cars by studying their features and capabilities.
* Should always have in hand competitive analysis of other car, most be well verse in knowing other competitive cars.
* Performing walk-around by keeping good rapport with new and old customers.
* Understanding what the buyer wants and presenting car model according to customer’s taste and preferences.
* Ensuring that customers understand the vehicle’s operating features, paperwork and warranty.
* Monitoring the situation of the market, finding out the competitors latest innovation of the products.

**PERSONAL DATA:**

* Date of Birth : October 04, 1992
* Age : 24 y/o
* Gender : Female
* Citizenship : Filipino
* Civil Status : Single
* Visa Status : Visit Visa