**Grace**

[**Grace.352031@2freemail.com**](mailto:Grace.352031@2freemail.com)

**Personal Statement**

A fun loving professional individual who has a genuine interest in working with and helping customers. Grace fully understands the importance of appearance and behavior in creating a positive impression in any face to face role.

**Areas of Expertise**

**Customer Service**

* Able to adapt tone, language and style for different customers and situations.
* Creating a good first impression.
* Handling and recording cash payments from customers.
* Meeting customer expectations in areas such as timeliness, quality and consistency.

**Technical/Email Support**

* Basic troubleshooting of Android phones.
* Projecting a professional image face-to-face, on the phone and via e-mail.
* Able to say 'no' constructively, and give 'bad' news in a tactful way.
* Able to control a conversation and quickly obtain relevant information.

**Art Consultant**

* Excellent sales and interpersonal skills
* Ability to deal with work under pressure and meet periodic sales quota and deadlines
* Knowledge and appreciation of arts
* Ability to handle finances
* Team player and can also work independently

**Work Experience**

***Concentrix, Google Account***

Technical Support Specialist/Email Support Specialist (01/2016 – 02/2017)

Handle customer inquiries, complaints, service requests and troubleshooting. Interface daily with internal partners in existing and new business, operations and consumer affairs. Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and dependability in performance evaluations.

***Sykes, Bell Canada Telecommunications Company Account***

Customer Service Associate (04/2015 - 12/2015)

Handle customer inquiries, complaints, billing questions and payment extension. Calm angry callers, repair trust, locate resources for problem resolution and design best-option solutions. Interface daily with internal partners in accounting, new business, operations and consumer affairs. 

**Art Circle Gallery**

Art Consultant(06/2010 - 01/2015)

Discuss description of artworks, visited clients, inspected the place, and advised best artwork to decorate the space. Maintain professional attitude when conversing with customers and staff. Convincing well-known clients such as politicians, entertainment personalities and businessmen to place their orders. Maintained and updated collections of gallery artworks, items sold, payment collection, and inventory.

**Core Strengths**

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| * Team Player * Time Management skills * Key customer relationships * Problem-solving * Building productive relationships * Active listening skills * Courteous demeanor * Energetic work attitude |

**Educational Background**

2006 - 2010

Bachelor of Science in Business Administration, Major in Management

**Polytechnic University of the Philippines**

2002 – 2006

**Systems Plus Computer College, Caloocan**

1996 – 2002

**Eulogio Rodriguez Elementary School, Caloocan**

**Character Reference**

Available upon request.