**WINALYN**

**WINALYN.352173@2freemail.com**

**JOB OBJECTIVE:**

To land a position where I can contribute my skills, my experience, my leadership and knowledge as a huge asset in the company for professional growth and to become globally competitive individual with diverse skills

**EMPLOYMENT HISTORY:**

**NEXUS INSURANCE BROKERS, LLC**

4th Floor Office Towers, World Trade Centre, Hamdan Street, Abu Dhabi, UAE (March 2015 – January 2017)

Executive Secretary / Administration Assistant

* Provide a high level of administrative support in Business Processing across a range of processes within the operations department
* Liaise with colleagues within and across departments like the Client Services Department and Business Processing Department when required internal and external stakeholders and customers in order to collect or impart information
* Maintain document management systems to ensure control of the reference material required for the department
* Generating client leads and taking on diary management duties by planning, coordinating meetings and office communications, arranging appointments to visit new and established clients to maintain a good relationship management with them
* Recordkeeping responsibilities which include sales and expense reports, electronic databases and sales proposals for prospective customers
* Supporting the sales team with clerical and minor technical support in attaining sales target by providing an important link between the senior financial executives and the clients
* Implementing sales strategy and providing inputs and ideas into marketing products
* Communicating and handling customer information, answering client queries or requests and preparing sales documentation like proposals, agreements, sales reports and presentation
* Dealing with sales-related paperwork like illustration and quotation, chasing up overdue payments, monitoring ongoing policies or applications and preparing monthly, weekly or daily sales analysis
* Coordinating with the Sales Administration Team for the status of sales order and the position of sales

**HAIRDREAMS SINGAPORE**

51 Cuppage Road, SINGAPORE (June 2012 – December 2014)

Marketing Communication Executive

* Provided a variety of communication mediums and marketing support to HairDreams and effectively represent the company’s products and services to customers and prospects.
* Helped to increase or maximize brand awareness and the level of understanding of services and products provided to prospects, clients and consumers.
* Supported the Sales and Marketing Department to improve communications continuously and manage to write articles, news stories, award entries, marketing materials, updates on the latest products and services in HairDreams

**CONVERGYS PHILIPPINES, INCORPORATED**

I.T. Park, Lahug, Cebu City, PHILIPPINES (October 2007 – May 2012)

Customer Service Team Leader / Subject Matter Expert

* Promoted as a Subject Matter Expert assigned to address the major issues encountered by the agents and to provide the best resolution. Answered escalated calls and conducted trainings for the agents’ skill improvement on taking calls and handling the customers’ concerns.
* Handled a team and lead the whole program to meet and even exceed the target goals. Assigned to report the deliveries to the clients and to provide concrete plans and suggestions for the whole program’s progress on its metrics. Able to supervise the team’s performance and to provide individual coaching for the agent’s development on his/her areas of improvement.
* Ranked as the number one agent in the whole program and promoted as TSR 2 because of excellent scores in FCR (First Call Resolution), AHT (Average Handling Time), QA (Quality Assurance) to name a few of the many metrics. Awarded as one of the outstanding Subject Matter Experts and being looked up by many agents as an excellent Team Leader

**AEGIS PEOPLE SUPPORT PHILIPPINES, INCORPORATED**

I.T. Park, Lahug, Cebu City, PHILIPPINES (May 2006 – December 2006)

Sales Representative

* Functioned to answer the inquiries and concerns of the customers and to promote the products and services offered. Assigned to accept new customers to sign-up and to entice the customers to patronize for continued usage and by providing them updates and better services to suit their needs.
* One of the outstanding sales representatives who was able to meet the target quota and who served as an inspiration to other agents in helping the whole program to achieve its mission. Excellent in training and consistently on the top rank, able to help the trainers in guiding the novice or nesting agents to cope up with classes or training

**JIC INTERNATIONAL LANGUAGE CENTER**

Gorordo Avenue, Lahug, Cebu City, PHILIPPINES (April 2004 – April 2006)

English as a Second Language Teacher

* Instructed Korean and Japanese students the basic English grammar and its composition and guided them in reading, writing and speaking English.
* Used state-of-the-art audio/visual materials like radio, television, PowerPoint presentation and updated English books to enhance their skills in pronunciation, vocabulary, comprehension and idiomatic expressions.
* Awarded as one of the top English teachers and the most sought-after tutor by many students because of the well-known skills in teaching English. Numerous students were listed and lined up to enter the class

**EDUCATION:**

BACHELOR OF COMMERCE MAJOR IN BUSINESS ADMINISTRATION, June 2000 – March 2004

University of San Jose-Recoletos, Cebu City, PHILIPPINES

**CERTIFICATION:** Certificate of Eligibility, Civil Service Commission (PHILIPPINES) - December 2012

**REFERENCES:** Available upon request