

**ADMIN / CUSTOMER SERVICE EXECUTIVE**



To join an organization that gives me an opportunity to showcase my skills and also helps me gain practical exposure in business sector.

**CAREER GOAL**



**Bachelor in Banking and Finance**

**Polytechnic University Philippines**

2002 - 2006

**EDUCATION**



● Well-versed with Avaya Phones, VICI Dial, Telephone, Fax Machines, Printers

● Proficient in Outlook Mail, Microsoft Word, Microsoft Excel and Microsoft Power Point

● Preparing and handling documents (Presentations, Reports, Business Letters) as required

**CORE SKILLS**

● Almost 5 years of proven Gulf experience

● Highly motivated – Reliable – Confident

● Excellent communication skills and telephone manner

● Ability to quickly identify and resolve client problems

● Able to constantly develop understanding of company’s culture, products, services, ethical initiatives and other areas of business.

● Good sense of humour and the willingness to be part of a team

● Able to prioritize tasks and workloads in order of importance

● Target Driven

● Efficient time management

● Commitment to service excellence

**PROFESSIONAL ATTRIBUTES**



Available upon request

**REFERENCES**

**ADMIN / CUSTOMER SERVICE EXECUTIVE**

**Contact Center Executive | August 2013 – Present**

**Aramex LLC - Outsource Answering Department (For Over 60 Companies)**

**Logistics City, Dubai, UAE**

● Acts as the Receptionist of each of the Companies after office hours or during Weekends & Holidays;

● Transferring urgent calls or taking important messages & informing the Employees involved at the soonest;

● Providing service to customers and answering their questions and inquiries via phones or Emails;

● Responsible for the sales order process- taking orders, discussing customer requirements and providing knowledgeable advice (on Food-related Clients);

● Basic knowledge on Aramex Courier’s Services (Banking, Tracking of Shipments, Lockers)

**Telephone Operator | November 2012 – July 2013**

**Number One Tower Suites – F&B Dept.**

**DIFC, Dubai, UAE**

● Answered incoming calls & doing Outgoing Calls related to Food Orders placed by customers;

● Directed calls to guest rooms, staff, or departments through the switchboard;

● Provided information about F&B Services to guests;

● Handled Telephone / Switchboard operations;

● Monitored automated systems including fire alarms and telephone equipment when engineering and maintenance department is closed

**Receptionist cum Admin Support | May 2010 – September 2012**

**Automobile Association Philippines (National Auto Club)**

**Quezon City, Philippines**

● Responsible for product awareness and customer satisfaction;

● Verifying all the requirements of the applicants who want to acquire Int’l. Driving Permit before they proceed to the next step;

● Encoding information of each International Driving Permit Applicant

● Performing Administrative Support such as Reports, Business Letters, etc. as per Supervisor’s instructions.

**Data Encoder | July 2006 - May 2007**

**CDO Food Spheres, Inc. (Food Manufacturing Industry)**

● Encoding transmittals and trip tickets to be used for delivery reference;

● Sorting and filing of all documents for the whole day;

● Answering phone calls and operating basic office machines

Preparing reports with regards to deliveries (daily and monthly);

● Doing other tasks in the office as per superiors’ instructions.

**WORK**

**EXPERIENCE**