

**Sabrina** **Sabrina.353143@2freemail.com**

**PERSONAL DETAILS**

NATIONALITY : Filipino

AGE: : 31 years old

LANGUAGE SPOKEN: English and Tagalog

MARITAL STATUS : Married

VISA STATUS : Visit Visa

**PERSONAL STATEMENT:**

As top notch in my chosen field I harnessed years of experience working seamlessly with clients’ meeting their satisfaction. I’m looking forward to widening my career where I can utilize my diversified skills, knowledge and experience.

**STRENGHTS AND ATTRIBUTES:**

* Results oriented with more than 4 years of experience in sales and customer service.
* In depth knowledge of building exceptional customer experience through engagement attitude.
* Excellent client and configuration skills with an appreciation and understanding of the importance of customer care as a function within a business.
* Strong ability to learn and work efficiently with minimal supervision.
* Computer literate. Knowledge in MS Word and MS Excel.
* Invoicing with the use of Oracle System.

**WORK EXPERIENCES:**

FOOD EMPORIUM LLC

 *Receptionist*

 DIP 2, Jebel Ali Dubai

February 2015 to August 2016

* Warmly welcoming and greeting client/visitors in person or by telephone.
* Answering and entertaining inquiries by phone, emails and walk in guests and visitor.
* Answering, screening calls in a timely manner with the proper call procedure and transferring calls to its designated person/department.
* Filing, distributing mails, monitoring logbooks and office supplies and performing paper works and administrative tasks.
* Making sure reception area is always clean and tidy.

 •. Preparing tea/beverage for walk in guests.

 •. Invoicing for orders of customer/s with the use of Oracle System.

 •. Making local purchase.

**TRANSCOM WORLDWIDE INC.**

 **ACCOUNT: COMCAST**

*Customer Service Representative/Sales, Billing & Technical- Assistant Team Lead*

 Lopues South Square, Tangub,

 Bacolod City

January 2010 to August 2014

* Uses an effective approach to handle special telephone tasks like call transfers, taking messages, call backs, holds, interruptions, and unintentional disconnects.
* Controlling a call through effective communication techniques.
* Using effective interpersonal skills to resolve conflict situations.
* Multitasking/managing multiple priorities or assignments simultaneously.
* Selling upgraded or additional products to existing customers.
* Peer coaching. Offering support to co-worker/agent.
* Assisting agent in navigation and resolving customers concern.
* Providing daily performance reports to agents and giving them feedbacks and action plans to help them to provide excellent customer service.

**Watsons Personal Care Store Inc.**

 *Sales and Promo Representative*

 SM Delgado, Iloilo City

February 2007 to July 2007

* Receives and replenishing stocks on shelves, tagging and pricing each item accordingly.
* Maintain a thorough knowledge of the shopping center’s services, amenities/facilities, stores/locations and promotional activities.
* Proactively seek opportunities to create memorable customer interactions, assist
* customers and provide excellent customer service by providing directions,
* information, answering questions, and performing other center specific duties as assigned
* Develop and maintain strong relationships with retailers and educate them about the center’s services and promotional activities.
* Greet and smile walk in customers.

**Underworld Divers**

 *Receptionist*

 Alona Beach, Panglao, Bohol

July 2006 to December 2006

* Answering calls and queries.
* Greet walk-in customers and other visitors and escort them to specific destination
* Perform other administrative support tasks such as keeping appointment calendars
* Providing customers with different packages or options for diving.
* Promoting dive shop packages and offers by giving flyers and informing customers the best that we can offer for a dive shop.

**First Quadrant Philippines, Inc.**

 *Sales Associate*

 Burgos Lacson Sts.,

 Bacolod City

May 2005 to October 2005

* Arrange a schedule of a potential buyer by contacting people and making appointments.
* Promoting and educating potential buyer with the products and show samples.
* Carry out formal presentations of products by using videos and other training aids, attend promotional markets and organize product display.
* Plan and work towards meeting sales target and budgets.

**EDUCATIONAL BACKGROUND**

*Bachelor of Science in Nursing*

Riverside College Bacolod City Philippines | 2003

# VOCATIONAL EDUCATION

## CaregivingLifeline International Health Institute | 2008

I hereby certify that above information is true and correct to the best of my knowledge.