**MA**

[**MA.355008@2freemail.com**](mailto:MA.355008@2freemail.com)

My career objective is to strive towards obtaining complete job satisfaction by seeking out a challenging yet growth-oriented position where my interpersonal skills can be best utilised. I am an astute learner and will adapt to any varying situation in order to meet whatever demands are needed. Furthermore, I wish to obtain a position of responsibilities where I can enrich and expand my knowledge and skills.

**WORK HISTORY**

**PJLhuillier Inc. CebuanaLhuillier**

Manila, Philippines

**Business Client Relation Manager**

2009 to 2017

**Responsibilities**

* Building and maintaining relationships with clients and key personnel within customer companies.
* Conducting business reviews to ensure clients are satisfied with their products and services.
* Attending meetings with clients to build relationships with existing accounts.
* Escalating and resolving areas of concern as raised by clients.
* Monitoring company performance against service level agreements and flagging potential issues.
* Letting customers know about other products the company offers.

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**Villarica Pawnshop**

Manila, Philippines

**Appraiser**

2002 – 2008

**Responsibilities**

* Estimates wholesale and retail value of gemstones, following price guides and market fluctuations.
* Grades stones for color, perfection, and quality of cut
* Examines gemstone surfaces and internal structure to evaluate genuineness, quality, and value, using polariscope, refractometer, and other optical instruments
* Immerses gemstones in chemical solutions to determine specific gravity and key properties for identification and appraisal
* Re-appraise any alteration /discrepancies against pawn ticket and actual items for the over appraise, missing item, incorrect karat stated and fake jewelry.

**SKILLS SUMMARY**

With excellent verbal and written communication skills, my ability to work effectively under pressure and to meet tight deadlines sees me thrive in challenging positions.

**SOFTWARE KNOWLEDGE**

Microsoft Word Microsoft PowerPoint Microsoft Excel Microsoft Outlook

**HIGHEST EDUCATION**

**Assumption University**

Graduated 2001

San Fernando, Pampanga, Philippines

Bachelor of Science in Business Management

**OTHER CERTIFICATION AND TRAINING**

PJLhuillier Inc.

Gold Appraising Workshop- July 2009

Basic Supervisory Skills Workshop – August 2014

Interaction Skills For Success – August 2014

Diamond Appraising Workshop – August 2014

Problem Analysis and Decision Making Workshop – October 2014

**REFERENCES**

Will be provided upon request.