

**MARVIN**

Email: marvin.356889@2freemail.com

***CAREER OBJECTIVE***

 Aspire to join where my existing skills and successful experienced in the area of Customer Service and can be utilized by a progressive and innovative company.

***PROFESSIONAL PROFILE***

Committed to professionalism, highly organized and have excellent written and verbal communication skills.

***SKILLS***

* Adept in handling office, clerical, and secretarial work procedures.
* Extensive practical hands-on experience as Sales Clerk.
* Motivated and enthusiastic about developing good relations with clients and serve as a role model for customer- first behaviors according to company standards.
* Knowledge in computer and any clerical works.
* Efficient and Effective follower and leader.
* Focused and Hardworking.
* Knowledge in Microsoft ( Word, Excel, Power Point, Outlook )
* Excellent and strong interpersonal & communication skills.

***WORK EXPERIENCE***

**KULTURA STORE INC.**

Sales Utility Clerk – May 21, 2010 up to September 2011

Manila, Philippines

* Provide full support to exceed customer expectations, develop/ trained staff member’s abilities and competencies and achieve financial objectives.
* Direct and manage store sales efforts, achieve business plan objectives and profitability as set forth in the store operating plan and financial goals.

**GRAND HEALTH SPA CLUB**

Receptionist – October 2011 up to August 2012

Dubai, UAE

* Receive visitors coming to the company and answers telephone calls and follows telephone etiquette.
* Handle paper works and to deal all the data entry and work place communication skills.

**TELEPERFORMANCE**

Customer Service Representative – September 2012 up to April 2015

Manila, Philippines

* Answers incoming customer calls regarding billing issues, product problems, service questions and general client concerns
* Update customer information in the customer service database during and after each call
* Work with the management team to stay updated on product knowledge and be informed of any changes in company policies
* Impact the company’s bottom line by problem solving and turning frustrated clients into repeat customers

**EGS- EXPERT GLOBAL SOLUTION**

Customer Service Representative - May 2015 up to April 2016

Manila, Philippines

* Tasked with answering projecting a professional company image through phone interaction with new and existing clients. Main duties include answering customer inquiries and resolving their problems.
* Providing advice, information and assistance to callers.

**CONCENTRIX**

Customer Service Representative – May 2016 up to February 2017

Manila, Philippines

* Providing a resolution to the Seller’s concern through email.
* Use email to reach out to customers and verify account information.

***SEMINAR AND TRAININGS***

* Organ Donation Seminar “A gift of Life”

Our Lady of Fatima University

July 22, 2009

* Banco De Oro Insurance

 Mega Trade Hall 3

 August 2010

***EDUCATION***

**BACHELOR OF SCIENCE IN NURSING**

Our Lady of Fatima University, College of Nursing

 Manila, Philippines

***PERSONAL INFORMATION***

Birth date : September 18, 1988

Nationality : Filipino

Marital Status : Single

Languages : English, Tagalog

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

**Marvin**