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| 20170208_102855 | **CUSTOMER SERVICE/ SALES EXECUTIVE** | **APPLICANT** |
| JEAN [Jean.357422@2freemail.com](mailto:Jean.357422@2freemail.com) | |
| ***Summary of Skills:***  ***Strengths:***  **~** Multi-tasker  **~** Good team spirit  **~** Positive customer-focus attitude  **~** Develop good relationship with stakeholders among operating units.  **~** Clear results orientation and capacity to manage self-performance.  **~** Support Lean Thinking Projects for continuous improvement.  **~** Ability to handle difficult customers and not take it personally.  **~** Capable to resolve issues with customer facing services and good decision making skills.  **~**  High level of Detailed Orientation  **~**  Cultural awareness of the Countries served  ***Computer Skills:***  **~** Proficient SAP user  **~** Advance user of MS Office  **~** Skilled in CRM database and interface  **~** Networking basics in data communication and PC troubleshooting.  ***Current Location*:**  Abu Dhabi, U.A.E  ***Educational Background:***  **Lyceum of the Philippines University**   * Bachelor of Science in Nursing   2005 – 2009  ***Professional Trainings:***   * Alumni and Career Services for Pre-employment * Professional Regulation Commission Licensure Examination System * First Aid with Disaster Management and S.T.A.R.T. Triage * ECG Reading and Interpretation * Advance Cardiovascular Life Support * Basic Life Support Provider Course * Therapeutic Communication Techniques in Psychiatric Nursing | ***Career Objective:***  Continue to share and apply the best practices of my customer service experience and expertise within the organization.  ***Experience:***   |  | | --- | | * **Position: Supply Chain Management Customer Service Representative** |   **Borouge Pte. Ltd.**  **Abu Dhabi, UAE**  May 2015 to Present  **Description: C:\Users\asus\Desktop\borouge logo.png** **Borouge** is a leading provider of innovative, value creating plastics solutions. A joint venture between the Abu Dhabi National Oil Company (ADNOC), one of the world’s major oil and gas companies, and Austria based Borealis, a leading provider of chemical and innovative plastics solutions. Borouge is a groundbreaking at the forefront of the next generation of plastics innovation.  **Key Responsibilities:**  **Customer Interaction**   * Acting as single point of contact for customer orders and providing input for allocation management. * Maintain on-going relationship with customers thereby promoting long term relationship between customer and Borouge. * For customers’ complaints/claims, support provision of timely information to higher level management and Quality Management Team and expedite in resolving claims promptly to improve customers’ retention and satisfaction. * Issuing and reviewing all documents related to orders ensuring accurate invoicing to customers. * To check OPER, price validation and material availability and to ensure accurate order entry in SAP. * Collaborating with internal stakeholders to manage communications of outstanding accounts receivables to customers thereby support resolving financial and credit-related issues   **Process Coordination & Communication**   * Communicate and coordinate with all concerned parties in Borouge in order to update work status, and ensure customer satisfaction. * Receive the new purchase orders directly from customer and sales, and start the process to fulfill customer orders in accordance with the Borouge OTC process. * Coordinate and communicate with the concerned functions in Supply Chain such as Finance, Credit, Demand, Replenishment and external functions such as Shipping lines, LSP’s and bank as per the OTC process requirements. * Coordinate with Credit to check LC’s, Cash in Advance, and following the outstanding payment to support the revenues collection as agreed. * Coordinate with the Logistics Service Providers (LSP), Shipping lines, and forwarders for on time shipment of product to customer. * Filing and record management for both softcopies and hardcopies on SAP and customer record archive, in accordance with policy and legal requirements. * Follow up and update on daily basis any concerns about the availability of containers, trucks, loading delays and stock issues. * Interaction with Global Demand and Supply team for timely information of the stock availability in all hubs.   **Other Customer Service Interactions**   * Communicate outstanding payments to customers and sales if and when required to support solving financial and credit related issues together with concerned teams. * Provide timely information to higher level management and Quality Management team.  |  | | --- | | * **Position: Accounts Operations Support / Credit Control Officer In-Charge** |   **FLOWTRONIX LTD (FT)**  **Abu Dhabi, United Arab Emirates**  April 2013 to April 2015  **FLOWTRONIX (FT)**was founded in 1990 in Abu Dhabi City, U.A.E. In just over 20 years, FT has become a leading Industrial Manufacturing & Services company with a rapidly expanding product portfolio & growing pipeline of Industrial Solutions. Their goal is to provide the quality manufactured products that will transform the PPE safety standards in the region.  **Key Responsibilities:**  **ACCOUNTS RESPONSIBILITIES**   * Forecast monthly collection * Payment follow-up on regular basis * Coordination with Sales Department for payment follow-up * Receivables accounts * Preparation of payment statements, collection, settlement and other A/C documentation * Prepare and send invoices to customers * Prepare regular reports and summaries of accounting activities * Check customers’ credit ratings * Collecting and updating customers’ registration documents * Prepares reports for Manager, summarizing the collection * Verify recorded transactions and report irregularities to management * To analyze, report, advice on the Accounts dealings of organization and individuals, record keeping and compliance requirements * Any other accounts related activities assigned by management * Strict confidentiality of all documentation of A/C and Lock & Key situation   **CREDIT CONTROL OFFICER IN-CHARGE**   * Receiving credit application forms, reviewing and ensuring all the documents are completed, checked, verified and validated * Registering credit application forms in the system accordingly * Coordinating with the Finance Team to ensure budget allocation for each customer  |  | | --- | | * **Position: Customer Service Representative – Order Fulfillment Representative** |  * Arranging meetings for the update on Credit Application Forms collection and approval   **FMC CHEMICAL INTERNATIONAL AG**  **Manila, Philippines**  June 2011 to June 2012  **FMC Corporation** is one of the world's leading specialty chemical companies. We are proud that our chemistries are helping to grow the world's food, enabling new innovations in pharmaceutical delivery, enhancing foods and beverages, contributing to a more sustainable energy supply and advancing the manufacture of hundreds of essential products.  **Key Responsibilities:**   * Received orders from customers locally and internationally through Microsoft Outlook * Processed commercial orders and send samples using SAP * Computed for the freights to be paid by the customers * Arranged booking of processed orders with the carrier and forwarder agents * Coordinated incoming and outgoing shipments, transhipments, and delivery schedule with logistic agents, suppliers, distributors, freight forwarders and customers including filing and claiming of insurance * Tracked shipments to ensure cost effectiveness and timely delivery then give updates to customer * Filed complaints and claimed returns through CRM (Customer Relationship Management) * Checked the accuracy and consistency of data in L/C (Letter of Credit) for bank to bank transactions * Prepared sales, purchase, delivery, invoices, custom clearance credit application, BofL (Bill of Lading), L/C and import/export shipping documentation * Obtained quotations from freight forwarders and insurance companies * Ensured efficiency of orders and shipment fulfillment * Used SAP on a daily basis to generate documents and doing data entries  |  | | --- | | * **Position: Support Staff** |   **UNITED LABORATORIES, INC.**  **Laguna, Philippines**  September 2009 to December 2010  **UNILAB** is the biggest pharmaceutical company in the Philippines, with a market share of more than 20 percent which it has consistently maintained for more than three decades. Its portfolio includes some of the biggest prescription, consumer healthcare and personal care brands in the country.  **Key Responsibilities:**   * Processed orders using SAP for direct accounts such as Distributors, Wholesalers, Hospitals, Industrials and Supermarkets * Quality the purchase order received from the account through fax, email, phone and from the Salesman * Checked the processed order to ensure error-free orders * Generated and created report for RUD (Rejected Upon Delivery) * Managed to operate Gentran and Iconnect for CKA (Center Key Accounts) accounts * Filing of documents for Purchase Orders, CPR, Fact Sheet, Memos, PDEA, S3 License, for future references * Provided transmittal slip for Purchase Order forwarded to warehouse * Responsible in monitoring the inventory of office supplies. * Handled customer’s concerns and inquiries through phone and email | |

***Character Reference:***

* Immediately available upon request

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*I hereby certify that the above information is true and correct.*