**MARY JANE**

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United Arab Emirates

**WORK EXPERIENCES**

**CONVERGYS PHILIPPINES INCORPORATED**

***Sales Supervisor (SALES SUPPORT SPECIALIST II)***

May 2012 – December 2016

* Creating sales with great customer service
* Present, promote and sell products/services using solid arguments to existing and prospective customers
* Perform cost-benefit and needs analysis of existing/potential customers to meet their needs
* Establish, develop and maintain positive business and customer relationship
* Providing data and guides to help the sales team
* Developing and monitoring performance indicators
* Manage sales tracking tools and report on important information
* Stay up-to-date with new product and feature launches and ensure sales team is on board
* Suggest sales process improvements
* Participate in team planning meeting
* Establishing, developing and maintaining positive business and customer relationship

**DABU & ASSOCIATES LAW OFFICE**

***Collection Account Specialist***

November 2007 – February 2009

* Collecting delinquent credit card account
* Collection calls and/or correspondence in a fast paced goal oriented collection Department
* Providing customer service regarding collection issues, process customer refunds, process and review account adjustment, resolve client discrepancies and short payments
* Responsible for monitoring and maintaining assigned accounts-customer calls, account adjustments, customer reconciliations and processing credit memos
* Accountable for reducing delinquency for assigned accounts
* Must communicate and follow up effectively with sales department regarding customer accounts on a timely basis
* Establish and maintain effective and cooperative working relationship with dealers and sales

**CITY OF SAN JOSE DEL MONTE**

***Procurement Officer***

Local Government Unit

May 2004 – May 2007

* Purchasing government supplies and equipment
* Devising and using fruitful procurement and sourcing strategies
* Discovering profitable suppliers and initiate business and organization partnership
* Negotiating with external vendors to secure advantageous terms
* Finalize purchase details of orders and deliveries
* Examine and testing existing contracts
* Track and report key functional metrics to reduce expenses and improve effectiveness

**FIRST SARMIENTO PROPERTY HOLDINGS, INC.**

***Liaison Officer***

September 2001 – April 2004

* Processing government permits
* Responsible in disseminating important information to the community
* Often organize activities and arbitrate certain public functions
* Administering special duties for emergency situation

**EDUCATIONAL ATTAINMENT**

1998 – 2001 **POLYTECHNIC UNIVERSITY OF THE PHILIPPIES**

***Bachelor of Science in Sociology***

Sta. Mesa, Manila Philippines

1996 – 1998 **POLYTECHNIC UNIVERSITY OF THE PHILIPPIES**

***Bachelor of Science in Computer Data Processing Management***

Sta. Mesa Manila, Philippines

1992 – 1996 **THE SISTERS OF MARY SCHOOL**

***Vocational/ Secondary***

Sta. Mesa Manila, Philippines

**SKILLS**

* **FIELD BUSINESS RESEARCHING/ BUSINESS ORGANIZING**
  + Performing Participatory Business Appraisal
  + Business Development Planning
* **ADMINISTRATIVE SECRETARIAT**
  + MS office
  + Office procedure
  + Steno typing
  + Bookkeeping
* **DEMOGRAPHIC ANALYSIS & EVALUATION**

**TRAINING**

**TESDA** data encoder

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**MARY JANE**