**[Menerva.359089@2freemail.com](mailto:Menerva.359089@2freemail.com)**

**Menerva**

**PERSONAL PROFILE**

Self-reliant and enthusiastic professional with 8 years of experience in the customer service arena, exceedingly skilled in supporting a team. I am energetic, ambitious person who has developed a mature and responsible approach to any task that I undertake, or situation that I am presented with. I am excellent in working with others to achieve a certain objectives on time and with excellence.

# **PROFESSIONAL CAREER**

**Oasis Mall, Landmarkgroup, LLC. February 2009 — Present**

**Senior Customer Service Executive**

* Responsible for acting as a liaison between customers and companies. Assists with complaints, orders, errors, and other queries.
* Greet every customer promptly and answer questions completely to maximize service opportunity and increase sales.
* Assist customers in selecting merchandise and services that best fit their needs.
* Suggest additional products or service offerings based on assessment of customers
* Develop loyal client through friendly service and follow-up after sales or new services are obtained.
* Supervising and working with a team, housekeeping & security staff, to run the Mall efficiently, economically and profitably.
* Ensuring excellent customer service and safety of all the guests at all times.

**First Food Services LLC Al Garhoud, November 2005 — December 2008**

**Dubai U.A.E.**

**Call Center Agent**

Ensuring accurate and speedy billing of the customers in the counters.

Knows how to face customer complain which they will be agree for what I've explain and said.

Upselling and sales and promote new products.

Making telemarketing for additional source of sales.

And to be friendly while doing the business in a smartness way

Calling back customers for feedback about the last service we provided.

**Kaon Trading Company Naif Deira, Dubai, August 2005 — October 2005**

**U.A.E.**

**Receptionist**

* Welcome visitors by greeting them in person or on the telephone, answering or referring inquiries.
* Maintains security by following procedures, monitoring logbook, issuing visitors badges.

Answering and receiving some several calls to transfer it to another line.

Entering files in the PC and file it in specific labels

Contributes to team effort by accomplishing related results as needed.

Dealing with some clients about the product which we are selling.

**Romyr’s wholesale and Retail Libertad, June 2003 — July 2005**

**Pasay City**

**Sales Manager**

Responsible for meeting the sales target through effective planning and budgeting.

* Setting targets for the sales staffs.
* Answering queries, offering advice and introducing new products.
* Ensuring targets are realistic and achievable.
* A role to map potential customers and generate leads for the Company.
* Dealing with clients to deliver the items on the agreed time without delays.
* Anticipate customer’s needs, respond promptly and acknowledge all customers, however busy and whatever time of day.
* Reviewing sales performance to develop sales strategies.

**CAP Insurance Vigan, Ilocos Sur, August 2002 — May 2003**

**Philippines**

**Cash Advisor**

* Accepting all the calls from different clients for inquiries and possibility that they need.
* Making reports from the data based where all clients are have to follow up about their period of time about the payment.
* Count money in cash drawers at the beginning of shifts to ensure that amounts are correct that there is adequate change.
* Providing customer satisfaction and ensuring "Repeat Business".
* Strategies and ethics for the customer satisfaction.

**Romyr’s wholesale and Retail Libertad, January 2002 — July 2002**

**Pasay City**

**Store In-Charge**

Making some reservation for pick up delivery on the specified time.

Making some accounts from the bank and to all the suppliers.

Giving & accepting checks from the clients and dealers.

Contacting the vendors to follow up the work in the area.

Keeping abreast with the rates in the market to update the management.

Liaising with all the vendors to schedule timely arrival of stocks and dispatch of wholesales

To the retailers.

**Lingsen Precision Industry Tai Chung, December 1999 — December 2001**

**Hsien Taiwan, R.O.C.**

**Production Operator**

Performing all the duties assigned in the production line.

Helping in labeling, stamping and checking the finished product.

Checking the finished product before dispatching them to the next station.

Reporting and maintaining cleanliness on the shop floor.

Checking the top/back mark of the IC.

**ACADEMIC QUALIFICATION**

**University of Northern Philippines**

(Tamag Vigan Ilocos Sur, Philippines)

Date : June 1996 – March 1999

Associate in Geodetic Engineering (AGE)