**MARLON**

**Marlon.363113@2freemail.com**

**CAREER OBJECTIVE**

To work in a reputable company where my education and experience can be utilize to my mutual benefits and that will also enhance my technical skills as well as my interpersonal skills for job efficiency, professional growth and career advancement.

**WORK EXPERIENCES:**

**SENIOR SALES OFFICER**

***National Bank of Abu Dhabi***

 **June 10, 2015 – present**

Job Description:

* Responsible for providing quotes, generate sales, promote sales and marketing.
* Update market survey and sales report.
* To build and maintain effective business relationship with customer.
* Responsible for the achievement of the sales target set by the company.
* To guide the customer where they can benefit in terms of financial matters.
* Satisfy the need and wants of the customers by providing better solution.

**SALES OFFICER**

***Union National Bank - Abu Dhabi***

May 12, 2013 – May 7, 2015

Job Description:

* Market bank's product, persuade clients to avail credit cards.
* Identifies potential customers and convince by explaining the features and benefits of the products.
* Works within the policies, procedures and product lending parameters and to provide quality service.
* Evaluate customer’s documents as per the policy order/quality analysis role and checking the status in MIS.

**TELEMARKETER**

***Metro Bank Card Corporation - Manila, Philippines***

November 2011 - March 2013

Job Description:

* Offer Balance Transfer to the existing customer as a main focus.
* Giving computation as per the system formula basis.
* Maintaining a daily quota.
* Cross selling products on credit shield.
* Assist the customers in some other concerns pertaining to bank issues.

**CUSTOMER SERVICE REPRESENTATIVE**

***SBT Philippines - Manila***

March 2011 - October 2011

Job Description:

* Interacts with a company’s customers to provide them with information to address inquiries regarding products and services.
* Deal with and help resolve any customer complaints.
* Gather information via telephone call.
* Processing new client accounts, maintaining customer accounts, implementing changes to existing accounts, and filing documents and other paperwork.

**TECHNICAL SUPPORT REPRESENTATIVE**

***Telus International Philippines - Manila, Philippines***

October 2009 - March 2011

Job Description:

* Handling inbound calls in a professional manner.
* Navigate and update several tools and applications with little to no errors.
* Troubleshoot and support various devices including xbox360 and play station.
* Receive customer’s complaints and queries.
* Consolidate the resolved issues.
* Support the customers in solving the problems by escalating the issues.

**ADMINISTRATIVE STAFF**

***Department of Trade and Industry - General Santos City, Philippines***

April 2008 - August 2009

Job Description:

* Maintains workflow by studying methods; implementing cost reductions; and developing reporting procedures.
* Creates and revises systems and procedures by analyzing operating practices, recordkeeping systems, forms control, office layout, and budgetary and personnel requirements; implementing changes.
* Resolves administrative problems by coordinating preparation of reports, analyzing data, and identifying solutions.
* Ensures operation of equipment by completing preventive maintenance requirements; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques.
* Provides information by answering questions and requests.
* Maintains supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.
* Completes operational requirements by scheduling and assigning administrative projects; expediting work results.
* Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
* Contributes to team effort by accomplishing related results as needed.
* Using a variety of software packages, such as Microsoft Word, Outlook, and Power point, Excel, Access to produce correspondence and documents and maintain presentations, records, spreadsheets and databases.
* Arranging both in-house and external events.

**PERSONAL STRENGTH**

* Well-experienced in the above mentioned field.
* Self-confident, sincere, hardworking and punctual.
* Honest and dedicated person.
* Willing to learn more.
* Knowledgeable in Microsoft application such as, Microsoft Word, Excel, PowerPoint, Tables, Charts and etc.

**EDUCATIONAL BACKGROUND**

2008 **Bachelor of Science in Business Administration**

 Major in Economics

 Mindanao State University

 General Santos City, Philippines

Currently studying online program for **Master’s Degree in Human Resource Management at Atlantic International University**, **Honolulu, Hawaii.**

**Concentration: Administrative Law and Methods of Decision Making in Public Administration and Human Resource Management.**

**PERSONAL PROFILE**

Date of Birth : November 28, 1984
Place of Birth : Lambayong Sultan Kudarat, Philippines

Religion : Islam
Civil Status : Single
Gender : Male
Language Proficiency : English, Tagalog, and Basic Arabic

**PERSONAL REFERENCES:**

**Available upon request**