

Maureen

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# Career Objective

* To use my sales oriented skills in the best possible way for achieving the company’s sales goals.
* To obtain a position where my customer relations experience can be fully utilized to improve customer satisfaction and promote the company’s brand name.

# Skills and Interest

* Presentation Skills and Client Relationships
* Emphasizing Excellence and Energy Level
* Meeting Sales Goals
* Creativity and Sales Planning
* Strong Interpersonal communication skills.
* Problem analysis and problem solving.
* Organizational skills and customer service orientation  Adaptability and ability to work under pressure.
* Customer Service and Product Knowledge
* Documentation Skills and Multi-tasking

# Educational Background

Collegiate ACLC COLLEGE OF MARBEL 2011-2015

Bachelor of Science in Information Technology

*Dean’s List Award*

# Work Experience 2 Years Work Experience in Sales and Customer Service

RAPIDE AUTO SERVICE EXPERTS Koronadal City, Philippines 2015 – 2017 

## 1. Sales Executive

*Key functions:*

* Sells products by establishing contact and developing relationships with prospects recommending solutions
* Maintains relationships with clients by providing support, information, and guidance, researching and recommending new opportunities, recommending profit and service improvements.
* Identifies product improvements or new products by remaining current on industry trends, market activities, and competitors.
* Maintains quality service by establishing and enforcing organization standards.
* Contributes to team effort by accomplishing related results as needed.
* Prepares reports by collecting, analyzing, and summarizing information.
* Prepares VIR and Repair Estimate Form (REF).

### 1.1 Customer Service Representative

*Key functions:*

* Attracts potential customers by answering product and service questions, suggesting information about other products and services.
* Opens customer accounts by recording account information.
* Maintains customer records by updating account information.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.