Delfin



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Career Objective



To build a long-term career in Sales, Administration and

Management with opportunities for career growth.

Work Experience



**Schindler Pars International Ltd.**

Dates **:** June 2013 - February 2017

Address **:** Sheikh Zayed Road, Al Safa 2, Indigo Bldg. 5, 115117, Dubai, UAE Scope **:** Supply, Installation & Maintenance of Elevators, Escalators and

Moving Walks

Position **:** **Assistant Sales Engineer | Sales Back-Office Team Leader**

**(February 2016 - February 2017)**

* Collect market information and send e-mail acknowledgement to customers. Analyze customer requirements and recommend suitable product line to the customer as per Sales Manager's approval and supervision.
* Creation of systematic, sequential, organized, centralized hard copy filing system
* Execute quotation process from selection, biding, tracking and assignation as instructed by the Sales Manager.
* Improve the biding and success rate and fulfill sales targets
* Assist in configuration of elevators in SHAPE Sales
* Manage the contract after sales and coordinate with customer and fulfillment departments, based on the sales contract
* Initiate Fulfillment Plus (FF+) procedures and documentations needed for booking and pulling of projects
* Send Order Confirmations and Site Preparation Support Guide to

Clients, after signing of Contract and receipt of Advance Payment

* Complete other related and admin works needed to maintain smooth operation of the Sales Department

Position **:** **Technical Back-Office Administrator**

**(April 2015 - February 2016)**

* Prepare technical compliance & deviations to the tender
* Review drawings
* Prepare list of RFI to be raised to client
* Identify list of local materials & send specification of local materials to SCM for pricing (ensure cost effectiveness)
* Identify most feasible Schindler products comply to project requirements
* Configuration of elevators in SHAPE Sales
* Proposing various value engineering measures to increase
* Coordinate technical clarifications from the client and with factories

Position **:** **Document Controller (December 2014 - April 2015)** Project **:** **Bvlgari Hotel and Residences | Blue Water Development**

* Develop and implement process related to document control and management
* Scanning in all relevant and quality of new documents
* Monitoring processes and producing listings
* Presentation and filing of documents and drawings
* Coordinate all activities related to the Document Control procedure, including Technical Submittals, Material Submittals, Layout Drawings Submittals and Commercial Correspondence
* Ensuring all documents are as up to date as possible within electronic filing systems. Such as Aconex and 4 Projects
* Makes sure that controlled copies of latest approved documents and drawings are given to the appropriate staff, Contractors and Consultants as applicable
* Maintain the original hard and soft copy of documents and layout drawings under safe custody without any damage or deterioration of the original copies with easy traceability and easy access to electronic filing system (Aconex and 4 Projects), whenever required
* Generate the various document control reports as required
* Provide advice and procedures of issues and methods in accessing the system
* Teaming up with other documentation groups

Position **:** **Document Administrator (June 2013 - December 2014)**

* Prepares a log sheet for all the business leads and projects, then submits the same to the Sales Manager.
* Receives and logs quotation requests from Main Contractors and

Consultants; and submits to the Sales Manager for allocation to Sales Engineers

* Prepares pre-qualification documents such as company profile, valid

trade license, company health and safety procedures, QA/QC policy and other necessary documents as an attachment to the offer letter

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| prepared by the Sales Engineers. | 2/6 |

* Organize the presentation of all the necessary documents for the technical submittals such as completed form of tender, bill of quantities, commercial and technical deviation, program for sub-contractors work, method of construction, names and qualifications of key personnel, schedule of manpower, schedule of plant and equipment and other tender documents.
* Updates and monitors the status of all the business leads and
* Submit a monthly progress report of the business leads and projects to the Sales Director.
* Provides assistance to the Sales Manager and Sales Engineer with their administrative tasks.

**SHARP Middle East FZE**

Dates **:** July 2012 - June 2013

Address **:** Jebel Ali Free Zone, Dubai, UAE

Scope **:** Distribution – GCC, MENA, Sub-Sahara and CIS Regions Position **:** **Sales Executive and Administrator**

* Prepare pre-sales contract based on the initial agreement between the client and the Sales Manager and ensure the availability of the stocks ordered.
* Maintain relationship with clients by providing them support and information regarding the execution of the sales contracts such as the delivery and payment details.
* Upload the signed Sales Contract in the database.
* Update the monthly sales forecast after issuing the Sales Contracts.
* payments received from the client as per the Sales Contracts issued.
* Advice the Accounts department to issue the Shipping Instructions for items sold with confirmed payments received.
* Monitor and updates the daily progress of orders in the monthly sales forecast to determine the open sales contracts and do the necessary follow up for payment, production or shipment.
* Create purchase orders to be sent to the manufacturer (factory) for items not available in the warehouse based on the business plan prepared by the Sales Manager.
* Daily monitoring of the purchase orders sent to the manufacturers until the manufacturer has given the shipment details.
* Provide logistics department with costing details, such as the cost of the items and the freight charges included in the invoice sent to the clients based on their International Commercial Terms (incoterms).
* Generate the monthly sales report from SAP and update the monthly sales forecast based on the confirmed sales
* Process the credit notes for client’s claims on the sales promotion activities and advertisements.

3/6

**Integrated Plastics Packaging**

Dates **:** December 2011 – February 2012 (Reliever) Address **:** Techno Park Industrial Zone, Dubai, UAE

Scope **:** Manufacturing

Position **:** **Receptionist | Logistic Coordinator | Administrative Assistant**

* Receive calls from client and suppliers and route them to designated concern contact persons.
* Accommodate clients, suppliers and visitors and directs them to their contact person in the company.
* Process data entry for attendance and payroll purposes, weekly.
* Coordinate with logistics regarding with freight and shipping.
* Coordinate with courier’s account personnel regarding freight charges and shipping issues
* Provide general information about the product and responds to inquiries, location and/or complaints from customer and the public; refer non-routine, sensitive and/or complex request for information and other inquiries or complaints to appropriate staff.
* Provide assistance to the office staffs and performs other office support functions.
* Copy, post and distribute memorandum, as per instruction of the HR Manager.

**ePLDT Ventus**

Account **:** **Ingram Micro (US/Canada)**

Dates **:** September 2006 – March 2011

Address **:** E – Square IT Park, Bonifacio Technology Center, Taguig City, Philippines

Scope **:** Business Process Outsourcing

Position **:** **Customer Service Representative / Trainer / Administrator**

* Issue Return Merchandize Authorities (RMA); process claims such as: Lost, Short, and Wrong Shipments; provide and gathers approval from Buyers, Sales Managers, and Production Managers.
* Document all calls with regards to client's inquires accurately using

Call Tracking System.

* Follow-up with client and customers within a 24-hour turn-around time with regards to their account, transaction and pending issues.
* Receive inbound calls from clients with regards to their order and transactions.
* Address client’s concerns by determining the reason for calling and providing decisive actions and immediate solutions.
* Secure confidential documents, account information and transactions of every client.

4/6

**Teleperformance Philippines** Account **:** **Sprint Telecommunications**

Dates **:** January – August 2006

Address **:** San Miguel Avenue, Ortigas Center, Pasig City, Philippines

Scope **:** Business Process Outsourcing Position **:** **Call Center Agent**

* Receives inbound calls from customers with regards to their account, wireless plan, product, subscription, consumption, bill and credits.
* Troubleshoots technical concerns by walking them through the proper step-by-step procedures and installations, during the activation of their mobile device, over the phone.
* Provide and suggests product and wireless plans, which is economical and appropriate to their daily lifestyle.
* Educate the customers with regards to their account.
* Maximize sales and promotions that will enhance the customer enthusiasm about their product and services.
* Secures the identity and account information of every customers from 3rd parties and non-authorized callers.
* Conducts investigation and claims, if there are any sign or suspicions of fraud and misuse of services.

**PRULife Insurance Corp. UK**

Dates **:** June – December 2005

Address **:** M. Basa St., San Pablo City, Philippines

Scope **:** Insurance Sector

Position **:** Professional Underwriter

* Analyze statistical data, such as mortality, accident, sickness, disability, and retirement rates. Based in Philippine’s statistics.
* Issue policies that will benefit the client in accordance to their need and ability to pay.
* Construct probability tables to forecast risk and liability for payment of future benefits.
* Ascertain premium rates required and cash reserves necessary to ensure payment of future benefits of each and every client.
* Review settled insurance claims to determine that payments and settlements have been made in accordance with company practices and procedures.
* Report overpayments, underpayments and irregularities.

5/6

Personal Information



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| Civil Status | **:** | Married |
| Nationality | **:** | Filipino |
|  | **:** with UAE Driving License | |

Education



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| Name of University | **:** | San Pablo Colleges |
| Degree | **:** Bachelor of Science in Accountancy | |
| Date Graduated | **:** | October 2002 |

Personal Skills and



Competences

Mother Tongue **:** Filipino

Other Language **:** Western American English

Organizational Skills



and Competences

**:** Good team player and highly motivated

Technical Skills and



Competences

* Excellent Typing Skill (32 words per minute), Excellent Customer Service and Soft Skills; Computer literate: (Microsoft Word, Excel,

PowerPoint, Office Access); Power and Impulse Database; Basic

AutoCAD, SAP and SHAPE Sales

6/6