**INAMAC**

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# OBJECTIVES

Seeking a position that will benefit from my sales experience, positive interaction skills and industry contacts where my 4 years’ experience can improve the sales results.

To obtain position where my customer relations experience can be fully utilized to improve customer satisfaction and enhance the company brand name.

Obtain a position as a team-player in a people-oriented organization where I can maximize my customer-service experience in a challenging environment to achieve the corporate goals.

# JOB EXPERIENCE

***March 31, 2013 – April 2, 2017***

**Senior Sales Representative**

Jumbo Electronics LLC Mall of Emirates

P.O. Box 3426 Dubai, United Arab Emirates

***Key Performance***

Assisted and encouraged customers in selecting and purchasing required products in a retail environment.

Addressed customer’s needs – advises and helped locate appropriate merchandise.

Described product’s features/benefits and demonstrated usage/operation of products.

Answered/addressed - provides information concerning specifications, warranties, financing available, maintenance of merchandise and delivery options.

Kept ahead of technology developments by attending professional courses/trainings.

Learned about products and services and kept up to date with changes.

Trained and coached team members to deliver a high standard of customer service.

***Administrative Work***

Received all sort of payments, orders and invoicing.

Maintained sales records, reviewed sales prices.

Arranged display of merchandise in retail store.

Organized goods exchanges – Repair or alteration of merchandise.

Coordinated stock inventory and requisition of new stock.

Conducted follow-up calls/mails of potential and existing customers for product quotation.

***Achievements***

Became Product Specialist in camera section. Kept the team members updated through trainings about new cameras.

Appointed Section-In-Charge in camera department. Coached, led and motivated the team to achieve the target given.

Achieved sales goals dependably, according to company business plan.

Developed and maintained relationships with prospective and existing clients.

Recommended sales campaigns and promotions.

***Jan. 12, 2009 - March 18, 2013***

**Customer Care Services & Escalation**

ACE Global Philippines (BPO)

McKinley Hill, Fort Bonifacio Taguig City, Philippines.

***Key Performance***

Responded promptly and answered/resolved customer inquiries and complaints.

Investigated and resolved service issues and/or product problems.

Managed customers’ database accounts, performed customer verification and processed applications, orders and requests.

Worked with administration: forwarded requests and unresolved issues to the designated resource by communicating and coordinating with internal departments.

Kept records of customer interactions and actions taken, including – transactions, comments, inquiries and complaints.

Supplied customers with written responses and information and followed up on customer communications.

Communicated directly with customers by phone or electronically.

Provided customers with technical support using maintenance procedures created with company products.

Wrote and kept accurate records of discussions and correspondence with customers.

Managed and supervised a team of customer services representatives.

Provided customer service team with feedback.

Met with other team managers to discuss possible improvements in customer service and company’s products.

Trained and coached team members to deliver a high standard of customer service.

***Achievements***

Promoted as QA in one and half years.

Developed the customer service policy for the organization: Developed customer service procedures, performance level and QA standards for the organization.

Evaluated changing factors frequently to achieve high customer satisfaction level.

Analyzed statistics and other data to determine the level of customer service performance achieved by the team.

***May 17, 2007-Nov. 13, 2008***

**Call Center Agent**

IVY-IS Center

Trafalgar Plaza H.V. Dela Costa St. Salcedo Village Makati City, Philippines.

**Key Performance**

Assisted customers with their queries and problems by phone and e-mail.

Established and maintained contacts with new and existing customers as per the direction of the supervisor.

Helped customers place new orders easily.

Forwarded important and serious matters to the seniors.

Transferred urgent calls to the required departments quickly and accurately.

Entered and updated new customer details in the customer relationship management software according to administrative guidelines.

Achieved set targets of the firm by the stipulated deadline.

# SKILLS & EDUCATIONAL QUALIFICATIONS

Customer service oriented skills – Ability to deal with irate customers using excellent interpersonal-communication skills.

Understands new concepts easily – Quick learner. Computer literate.

Adaptability and ability to work under pressure

College degree holder