

**JETHERCA**

**JETHERCA.365164@2freemail.com**

**Position Desired: ANY POSITION**

**Career Objectives:**

* *To achieve and experience a possible career opportunity, primarily to be employed at your good office wherein I can utilize the training and education I acquired.*
* *Goal oriented, Team Player, Optimistic, Patient, Persistent and Hardworking, willing to be trained.*
* *Seeking a challenging position in any Information Technology which will make use of my professional skills and proven ability to get the assigned work done thus leading the growth of the organization.*
* *To broaden my knowledge on interacting in different types of people through this kind of business and to become associates with a company where I utilize my skills and gain further experience.*

**CHARACTERISTICS & SPECIAL SKILLS**

* *With proven initiative and ability to work under minimal supervision.*
* *Highly motivated, trustworthy, detail oriented and resourceful in completion of works with ability to multi task and meet deadlines, fast learner and well organized person*
* *Responsible and career oriented, flexible and adaptable employee.*
* *Knowledgeable in MS Office Word, Excel, Typing, and encoding, operating office machines.*
* *Processing new sales leads.*
* *Managing the correspondence between the sales team and their clients*
* *Ability to monitor customer accounts such as providing data and reports to help the sales team; Keeping track of sales target; Answering phone calls; Scheduling diaries.*
* *Ability to communicate with people of different cultures.*
* *Ability to learn different field and willing to communicate accurately to the client.*
* *Ability to manage an organization.*
* *Full knowledge of Microsoft Office & Internet.*
* *Knows how to edit Photos using Photoshop*
* *Open to feedback.*
* *Professional attitude.*

**TRAININGS AND SEMINARS ATTENDED:**

* BATTLE OF THE BRAIN- Stand Up and Deliver (February 16, 2012)

**Representative of STI College Dagupan, Philippines**

* Hotel and Restaurant Management and Tourism Student’s Training and Education Program (January, 2010)
* 19th STI National Youth Convention (February 21, 2014)

Camp John Hay, Baguio City, Philippines

* 18th STI National Youth Convention (February 05, 2013)

Aliw Theater, Pasay City, Philippines

* 17th STI National Youth Convention (February 18, 2012)

Aliw Theater, Pasay City, Philippines

* 16th STI National Youth Convention (February 03, 2011)

SMX Convention Center, Pasay City, Philippines

* Philippine Long Distance Telephone Company ( November 18, 2013 – April 4, 2014)

Pantal Dagupan City, Philippines

Customer Service Representative (Accounting Department)

* NGO- Youth Leader (December 2012 – March 2013)

Nibaliw Mangaldan Pangasinan, Philippines

**WORK EXPERIENCED:**

**Sitel Baguio, Philippines –**- **July 28, 2014- April 28, 2015**

**Position: Customer Service Representative/ Call Center Agent**

**Duties & Responsibilities:**

* Responsible for handling calls from new and existing customers regarding a variety of requests.
* Scheduling maintenance for the communicated concern.
* Using the knowledge of products or services as well as great customer service skills, these professionals address issues, provide support and offer information, as needed, to keep customers satisfied and retain business.
* Learned an intimate knowledge of the products or services being sold, great communication skills and sales experience.
* Assist customers with all queries for products and resolve all billing uses and provide information on all product usage and respond to all queries of employees.
* Administer all issues and recommend efficient resolution for same within required timeframe and maintain track of all transactions for all human resource processes.
* Perform research for customer on all outstanding issues and provide required resolution to all customers and inform of status at all times and coordinate with technical analyst to prevent problems from recurring again.
* Maintain knowledge on all human resource regulations and benefit programs to provide assistance to all callers and maintain confidentiality of all information according to data privacy requirement.
* Schedule all call times for shift and recommend strategies to increase volume and provide support to all such events throughout year.
* Provide optimal level of services to all customers through emails and faxes and manage all telephone communication with staff and clients.
* Perform all telephone tasks such as taking messages and providing call backs and respond to all caller queries professionally.
* Monitor all calls and deal efficiently with all upset customers and angry callers and monitor behavior of same.
* Develop and maintain professional relationships with all customers and assist to handle all situations.
* Organizing and keeping well-organized files and ensure confidential information and documents are handled with complete discretion.

**Globe Telecom, Philippines – May 2015 – September 2015**

**Position: Sales Representative**

**Duties & Responsibilities:**

* Responsible for managing of the new cell phones that being promoting to the customers.
* Stock control, cash flow management, negotiating with the suppliers, sales, product display and pricing.
* Dealing with customer.
* Organizing and managing team work for the staff
* Helping in Setting up new branches interviewing and selecting staff for the new branches.

**CITYTEC LLC, Abu Dhabi, United Arab Emirates – December 21, 2015 – Present**

**Position: Sales Support Executive**

**Duties & Responsibilities:**

* Carries out a number of functions to help sales representatives do their job more effectively.
* Contacting customers and prospects to arrange appointments or to update them on the status of an order or a delivery.
* Provide sales representatives with details of customers’ orders and requests for quotations, and make them aware of any problems likely to affect customer relationships.
* Handling telephone calls or acknowledges customers’ e-mails or letters for representatives who are away from the office.
* Enter details of the order on the company’s computing system and check that it includes the correct price, discount level and product requirements.
* Check stock availability or production schedules and forward the order details to production and distribution departments.
* Also log any customer problems or complaints on the record so that sales representatives and managers have a complete picture of the customers’ interactions with the company.
* Following up the payment from the client via sending statement of account trough email and via telephone.

**EDUCATIONAL QUALIFICATION:**

 College : Bachelor of Science in Information Technology

 STI College Dagupan

 Arellano St., Dagupan City, Philippines

June 2010- March 2014

 Secondary : Mangaldan National High School

 P. De Guzman St. Mangaldan, Pangasinan, Philippines

 June 2006- March 2010

 Elementary : Mangaldan1 Central School

 Mangaldan, Pangasinan, Philippines

 June 2000- March 2006

**PERSONAL DATA:**

 **Date of Birth :** October 20, 1993

 **Place of Birth :** Dagupan City Pangasinan, Philippines

 **Age :** 23

 **Gender :** Female

 **Civil Status :** Single

 **Nationality :** Filipino

 **Visa status :** Employment Visa

I hereby certify that the above information is true and correct to the best of my knowledge and belief.