**MAYETTE**

**MAYETTE.365580@2freemail.com**

CAREER OBJECTIVE:

 To be a part of a prestigious organization which utilizes my skills, professional experiences and capabilities to the fullest extent and to be a part of a dynamic team; this provides an opportunity to grow academically and professionally.

WORK EXPERIENCE SUMMARY / QUALIFICATIONS:

**EMERGING TECHNOLOGIES**

**CONSUMER TELECOM ASSISTANT**- **March 8, 2015-Dec 15,2016**

**BUSINESS SOLUTIONS CONSULTANT** - **December 17,2016 to present**

Responsible for delivering sales talks enable to persuade customers to purchase products with high quality customer service and to achieve sales target on a daily and monthly basis.

Duties:

* Ensuring to meet the goals in Telesales marketing account.
* Explaining products and services with quality and accuracy.
* Maintaining target sales in a daily and monthly basis.
* Ensuring quality of sales to all inbound and outbound customers.
* Handling customer complaints.
* Handling special task in evaluating calls from other telemarketers.
* Supervising and assisting new staffs to ensure quality customer service.
* Assisting administrative activities.
* Assisting team mates sales techniques and skills to achieve or exceed sales target.
* Validating sales calls.
* Consultant for Business Marketing Solution.
* Doing both indoor and outdoor selling for Etisalat’s complete digital marketing solutions.

**IQOR**

**TELECOM ASSISTANT- 2008-2011**

**CALL CENTER TEAM LEADER** -**2012 – 2014**

Employer’s name – IQOR

Responsible for hiring, training and supervising Call Center Staff to ensure that productivity goals are achieved and deadlines met.

Duties;

* Ensuring to meet the goals in Telesales marketing account.
* Ensuring high quality customer service in customer service account.
* Providing leadership, management and guidance to all Call Center staff.
* Handling customer complaints
* Ensuring high quality and accuracy of work from call center staff.
* Tracking the number of inbound calls.
* Being visible at all times to all call center staff.
* Presenting commendations and awards to staff.
* Includes training for applicants for specific account
* Guiding and evaluating applicants to ensure quality customer service.
* Supervises the activities of Customer Service Representatives (CSR),Senior CSR and Team Leaders to ensure smooth functioning and error-free workflow and undertakes all activities related to the follow up of the various services provided by the Contact Center.

KEY SKILLS AND COMPETENCIES

* Knowledge of call center management techniques
* Ability to assess talent, manage people and motivate others.
* Proper handling confidential information.
* Good typing skill
* Telephone selling skills

Personal

* Strong decision making ability.
* Willing to work changing shifts, weekends and holidays.
* Able to sit in front of work on a computer screen for long periods of time.
* Willing to work extended working hours.
* Very good in English communication skill (reading, writing , speaking)
* Team Player

EDUCATION:

Bachelor of Secondary Education Major in General Science

University of Southeastern Philippines

2002 – 2006

ADDITIONAL EXPERIENCES:

Service Crew: **Jollibee Food Corporations**

 **April 2002 – March 2003**

Duties:

* Handling money for customers and taking stock of supplies.
* To add and subtract quickly.
* Speak directly to the customer.
* To listen and communicate calmly and effectively in friendly manner.

Marketing Assistant :Pizza Hut Philippines

 2003– 2004

Duties:

* Implements marketing and advertising campaigns by assembling and analyzing sales forecasts.
* Preparing marketing and advertising strategies, plans, and objectives
* Planning and organizing promotional presentations; updating calendars .
* Keeps promotional materials ready by coordinating requirements with graphics department; inventorying stock;
* Placing orders.

Internship: **Mabini National High School**

 **November 2005 – March 2006**

Duties:

* Preparing lessons thoroughly.
* To maintain discipline according to school policies.
* To mark homework and offer tutoring if necessary assist with testing the students under the guidance and supervision of the academic directors.
* To record test results and homework and keep records of lessons taught.
* To liaise with school about student needs and attend meetings.
* To take part in school activities and attend school social events if requested.

SEMINARS ATTENDED

* Teacher Training Center for Region 11

October 10 – 11, 2005

* Youth Leadership Seminar Workshop

February 20, 2004

* Student – teacher Congress

September 30, 2005

* Career Guidance Seminar

January 17, 2006

* Pre-Employment Service for Local Applicants

February 6-7, 2006

AFFILIATIONS

Position Field Year

Academic Scholar Nograles Scholarship Program 2002 - 2006

Secretary JS Club Organization 2004 – 2005

Secretary Science Major Society 2002 – 2005

PERSONAL DATA:

Age: 31years old

Status: Single

Nationality: Filipino

Date of Birth: March 26,1985

Visa status: EmploymentVisa

Availability: Anytime