[Erwin.368011@2freemail.com](mailto:Erwin.368011@2freemail.com)

MA. ERWIN

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| SUMMARY OF | Highly motivated professional with over 10 years of experience in field of Customer Service, |
| QUALIFICATIONS | Sales and Marketing and Administrative. Strong verbal, listening and written skills. Comfortable in interacting with all levels of the organization and public. Able to negotiate and problem solve quickly, accurately and efficiently. Adept in multi-tasking to achieve individual and team goals. Diverse background includes sales, customer service, marketing and executive reporting. Achieved and exceeded target as set by the management. |
| PROFESSIONAL | **CUSTOMER SERVICE:** |
| ACHIEVEMENTS | Supplier of the Year – October 2010. |
|  | Achieved 95% rating on DIFOT (Delivery in Full and on Time) |
|  | Selleys Australia |
|  | **SALES AND CUSTOMER SERVICE:** |
|  | Salesman of the Quarter- Industrial Division, December 2007 |
|  | Salesman of the Year – Industrial Division, Fiscal Year 2007 |
|  | Promoted from Sales Coordinator to Product Specialist |

SKILLS • Analytical thinking/Planning

* Market Knowledge and Negotiation Skills
* Sales Planning/Forecasting
* Time and Project Management
* Proficient with Microsoft Word, Excel, and Power Point presentation

PROFESSIONAL **BUSINESS DEVELOPMENT MANAGER, NEMC TRAINING & CONSULTANCY Dubai, UAE**

EXPERIENCE August 1, 2016 – present

Worked closely with internal team, sales and marketing staff and other managers to increase sales opportunities and thereby maximize revenue of

the organization

Generated new leads and developed into regular clients and retain existing accounts.

Research market and competitors, identify and develop company’s unique selling proposition and differentiators

**SALES & ADMINSTRATIVE MANAGER, STAR SKILLS TRAINING Doha, Qatar**

July 1, 2013 – June 2016

Managed accounts and meet or exceed targets relating to revenue growth, activities, profit margin, mix of products and services sales, customer retention and customer acquisition.

Developed effective working relationships with customers through regular meetings and identify and obtain further sales and business development opportunities

Tracked and recorded activity on accounts and help to close deals to meet these targets.

Identified opportunities for campaigns, products and distribution channels that

will lead to an increase in sales

Managed operating budget and performs analysis and reporting to support decision-making.

Managed the ongoing financial, operational, and activities of the department.

**SALES & ADMINISTRATIVE SPECIALIST, REPUBLIC CHEMICAL**

**INDUSTRY, QUEZON CITY PHILIPPINES**

**March 2005-May 2013**

Monitored the quality, quantity, cost and efficiency of the movement and storage of goods; coordinates the order cycle and associated information systems

Analyzed data to monitor performance and plan improvements and demand;

allocating and managing staff resources according to changing needs;

Developed business by gaining new contracts, analyzing logistical problems and producing new solutions.

Established developed and maintained business relationship to existing and key countries

Implemented forecasting accuracy and ensures in full and on time delivery and as per required by clients.

Closely monitored accounts, purchase order, shipping and promotions, logistics for Australia, Vietnam, Malaysia, Hong Kong, Singapore & Indonesia

EDUCATION **BACHELOR OF ARTS IN COMMUNICATION, UNIVERSITY OF THE EAST, MANILA**