

**DARWIN**

**DARWIN.368368@2freemail.com**

**OBJECTIVES**

* To work with a company for its advancement and progression while bringing out my fullest potentials and capabilities.
* And to seek a challenging position in a firm that offers countless opportunities of learning and growth to its employees.

**EXPERIENCES**

**IBM PHILIPPINES September 02, 2013 – April 18, 2017**

Position : Customer Services Associates

**Duties & Responsibilities**

* De-escalate the customer complaints and handle issues over the telephone.
* Retaining the members who wanted to cancel their account (Dial up, Wifi & DSL).
* Report improper agent activity so that agents can receive constructive feedback.
* Floor support in assisting new agents and bottom performers.
* Provides necessary coaching, training and feedback. With the main goal of having these agents improve and hit all goals within the time frame given.
* Professional customer relation skills in resolving customer’s related problems and inquiries and hitting Clients standards.
* Maintaining customer retention and loyalty and focusing on customer satisfaction.
* Doing cross-selling and upselling for the Product.



**CONVERGYS PHILIPPINES November 2010 – September 2013**

Position : Customer Services Associates

**Duties & Responsibilities**

* Consistently maximize work output through efficient use of time and resources.
* Respond to customer calls and emails in a timely manner within the required performance targets of the department.
* Investigate customer’s problems, providing accurate and factual replies.
* Escalate customer queries as required.
* Identify growing problems and bring these to the attention of the Team Manager or Second Level Technical Support.
* Continually improve knowledge of the technologies developed by Direct TV
* Propose knowledge support articles for all members of the team to use.
* Other duties as and when requested by Manager

**Sykes Enterpises January 2010 – October 2010**

Position : Shop Assistant

**Duties & Responsibilities**

* Advising & serving customers.
* Processing payments.
* Assisting customers in order to help them find what they need.
* Ensuring stock levels are well maintained.
* Promoting store cards or special offers.
* Providing customers with information on pricing and product availability.
* Arranging window displays.
* Handling customer complaints or handing customers on to management.



**Gateway Mall December 2008 – December 2009**

Brand: Mossimo

Position: Sales Assistant

**Duties & Responsibilities**

* Greeting customers who enter the shop.
* Be involved in stock control and management.
* Assisting shoppers to find the goods and products they are looking for.
* Being responsible for processing cash and card payments.
* Stocking shelves with merchandise.
* Answering queries from customers.
* Reporting discrepancies and problems to the supervisor.
* Giving advice and guidance on product selection to customers.
* Balancing cash registers with receipts.
* Dealing with customer refunds.
* Keeping the store tidy and clean, this includes hovering and mopping.
* Responsible dealing with customer complaints.
* Working within established guidelines, particularly with brands.
* Attaching price tags to merchandise on the shop floor.
* Responsible for security within the store and being on the look out for shoplifters and fraudulent credit cards etc.
* Receiving and storing the delivery of large amounts of stock
* Keeping up to date with special promotions and putting up displays.

**EDUCATION**

**College** Philippine School of Business Administration **1996 to 2001**

Bachelor of Science

Major in Marketing

**Secondary** Santo Tomas de Villanueva High School **1992 to 1995**

**Primary** Santolan Elementary School **1986 to 1991**

**PERSONAL INFORMATION**

**Date of Birth** September 29, 1979

**Citizenship** Filipino

**Gender** Male

**Status** Single

**Religious Affiliation** Christian

**Languages** English, Filipino

**Visa Status** Visit Visa

**Availability** Immediate

**REFERENCES**

Available upon request only