**ANALYN**

[**ANALYN.368609@2freemail.com**](mailto:ANALYN.368609@2freemail.com)

**Career Objective:**

Seeking a challenging position in areas of communication and office administration utilizing my in-depth skills to add contribution towards the success of the company.

**Core Competencies:**

Marketing and Communication skills

Numerical aptitude

Resourcefulness

Problem Solving Abilities

Team Player

Multi-tasking

Analytical skills

Computer skills

**Professional Experience:**

**Sales Executive,** Aug 2015- present

**ETISALAT**, Madinat Zayed Shopping Center branch

Abu Dhabi, UAE

* Sells all products and services that the company is offering.
* Successful background in Customer Engagement
* Possess a competitive desire to meet and exceed sales goals/targets.
* Handle all administrative aspects of the sales including: completing customer request, accepting customer payments and filing the completed orders.
* Maintain strong knowledge of all products, accessories, pricing plans, promotions and service features.
* Maintain knowledge of competitive offers and provide critical market feedback to the Store Supervisor regarding local competition and product/service needs.
* Handle service inquiries from customers.
* Provide efficient, courteous customer service and assist in all aspects of product offerings and services. Educate and engage customers through product demonstrations
* Knowledge of different computer skills.

**Process Executive**, Dec 2012- Jul 2013

**Infosys BPO Ltd.,** Bonifacio Global City

Taguig, Philippines

* Works in a **Business Process Outsourcing** industry and provides service to one of the US multinational Telecommunications Corporation.
* Responsible in placing customer order request regarding fixed line and mobile telephony, broadband and internet services.
* Analyzes and inputs data information into the system.
* Process orders in an accurate and timely manner.
* Conducts call to client for further verification of information provided to assure the proper and on-time delivery of service.
* Coordinates with the technical team to resolve issues arising on a particular request.

**Data Assistant**, Mar 2011- Mar 2012

**Accenture Inc**., Eastwood Cyber Park

Libis, Quezon City, Philippines

* Works in a **Business** **Process Outsourcing** industry servicing one of the insurance companies in the US.
* Analyzes and interprets patient’s data.
* Review and assess claims submitted to ensure if covered for a medical procedure by the insurance company.
* Performs claim adjusting calculations.
* Pend or deny a claim for further review or investigation.
* Coordinates with other department for any unresolved medical data issues.

**Education:**

Bachelor in Commerce major in Marketing, June 2006- Apr 2010

**Batangas State University**

Nasugbu, Batangas

Philippines

**Internship:**

**Retail Associate**, Sept 2009- Mar 2010

**Mini Toons Pte. Ltd**

Jurong Point, 1 Jurong West Central

Singapore