 **KRISTEL ANN**

**E-mail :** [**kristelann.369167@2freemail.com**](mailto:kristelann.369167@2freemail.com)

**QUALIFICATION :**

* **Experience :** A competent Procter and Gamble Phil. Brand Ambassador Team Leader with a friendly personality and plenty of Customer Service experience on sales and retail field.
* **Efficient :** Communicate clearly and politely. Negotiate and conduct product lectures and sampling. Do cashering duties and handled store personnel. Knowlegeable on POS-system, credit and debit cards transactions.
* **Skilled :** Possess exceptional Customer Service skills. Responsible in making sales reports, product inventories, and store personnel evaluations through e-mail and hard copies and other clerical functions. Proven team player, flexible, and fast learner.
* **Bilingual :** Filipino - Native, English/Arabic – Conversational ; Able to provide clear customer service in both languages.

**RELEVANT SKILLS :**

**Customer Service**

* Handle customer interactions per day, giving detailed, friendly and polite service to ensure customer retention.
* Memorized all company products to be able to answer all customer questions quickly and efficiently and make relevant upsells.
* Trained new In-store Category Experts in script recitations, sampling and data entry practices.

**Technical**

* Received source data such as new products, new product citations, product inventories, personnel evaluations and enter data into various customer service software.
* Perform data entry and retrieval with software such as Microsoft Office and Internet.
* Able to set up laptops, headset, microphones and speakers to converse with customers.

**Communication :**

* Conversational in English / Arabic, able to meet all customer service requirements with English / Arabic speakers.
* Remain cool during heated exchanges with irate customers and reach peaceful resolution.
* Persuade customers to listen to sales pitches and consider making product purchases.

**WORK HISTORY :**

* Domestic Helper Doha, Qatar Dec., 2014 – March, 2017
* Brand Ambassador Team Leader P&G Phil. Berco Trading Corp. Sept., 2013 – June 2014
* Pharmacy Assistant SaveCare Pharmacy Jan.,2013 – June, 2013
* Office Staff / Encoder Pherica Int’l Corp. 2011 – 2012
* Cashier San Roque Supermarket 2009 -2011

**EDUCATIONAL BACKGROUND :**

**2001 – 2005**  **BACHELOR OF ARTS**

**MAJOR IN POLITICAL SCIENCE**

City 0f Malabon University

**PERSONAL INFORMATION :**

**Date of Birth** : December 14, 1984 **Place of Birth :** Malabon, Philippines

**Age :** 32 **Gender :** Female

**Height :** 5’4” **Weight :** 50 kgs.

**Nationality :** Filipino **Marital Status :** Married