# Queenie

# Email: queenie.369170@2freemail.com

**Employment History**

*January 2017- present*

**1. Asia Pulp and Paper Co. Ltd.**

Position Title (Level) : Business Development Executive

Specialization : LEVANT REGION

Industry : Paper Company

Work Description

* Achieve Quarterly Sales Targets.
* Develop new end user customers.
* Coordinate with APP mills in Indonesia and China and with customers in the region.
* Travel to APP mills as and when required.
* Travel within UAE and to other countries in the Middle East & Africa.

 *September 2015 – present*

**2. Asia Pulp and Paper Co. Ltd.**

Position Title (Level) : Office Administrator and Executive Secretary to Senior Vice-President Middle East & Africa

Specialization : Administrative/Secretarial/Travel Coordination/Recruitment

Industry : Paper Company

Work Description

* Provides administrative support to the Senior Vice President and other company executives.
* Maintains and manages the executives' appointment schedule.
* Makes official correspondence and memorandums.
* Monitoring and distributing incoming correspondence.
* Arranges official trip: Visa applications and other visa related matters; Booking flights and Hotel Accommodation of APP Dubai Branch Office and guests of APP Dubai Branch Office.
* Handling Departments’ petty cash
* Monitors the performance of sales executives.
* Ensures smooth flow of all office operational equipment.
* Overall in charge of arranging logistics and coordination for exhibitions or trade fairs.
* In charge of Branch Office recruitment
* Other tasks assigned by Senior VP
* Answers inquiries of customers about products and services
* Disseminating of information to sales personnel regarding sales updates/inquiries

*May 2014 – September 2015*

**3. Blue Sky Advertising Consultants**

Position Title (Level) : Marketing Coordinator/Office Manager

Specialization : Sales and Marketing

Industry : Media Placement Agency

Work Description

* Processes and delivers booking orders to international publications.
* Processes and looks over invoices to clients.
* Coordinates with sales team in sales reports, client meetings, etc.
* Answers inquiries and calls from advertisers and clients regarding advertising opportunities
* Managing smooth flow of sales process across different departments internally.
* Looks over the organization of files and records.
* Reports directly to CEO and Director of the company

*September 2012 – April 2014*

**4. Ragus Incorporated (AGHA support)**

Position Title (Level) : Team Supervisor and Communications and Product Trainer

Specialization : Customer Service and Collections

Industry : Call Center / IT-Enabled Services / BPO

Work Description :

* Responds to inquiries regarding Australian Gift and Homewares Association membership.

***The Australian Gift & Homewares Association (AGHA)*** *is the industry association for those businesses in the gift and homewares industry*

* Research / data collecting for new business leads.
* Keeps current members updated with their membership and rewards.
* Trains and coaches new hires for AGHA client servicing.
* Creates comprehensive end of the day/week reports to the project manager.

*February 2012 – September 2012*

**5. Unhoop Philippines Incorporated**

Position Title (Level) : Online English Teacher

Specialization : ESL Teacher

Work Description :

* Trains English communication skills to international students.
* Researches competitive classroom strategies to improve learning pace of students.

*November 2010 – February 2012*

**6. Transcom Worldwide Philippines**

Position Title (Level) : Quality Assurance Specialist

Specialization : Technical Support

Industry : Call Center / IT-Enabled Services / BPO

Work Description : Quality Assurance Specialist for Talk Talk Technical Support – UK Account

* Monitors and gives evaluations of 46 Technical Support Representatives.
* Provides feedback and coaching sessions to agents to improve call quality and customer satisfaction.
* Creates action plans to improve the performance of agents.
* Conducts training for the improvement of the scores of the agents during evaluation.
* Attends weekly calibration session with clients.

*January 2009 – May 2010*

**7. APAC Customer Services Incorporated**

Position Title (Level) : Team Manager (Sirius XM Radio)

Specialization : Customer Service

Industry : Call Center / IT-Enabled Services / BPO

Work Description :

* Team Manager handling 18 Customer Service and Billing representatives.
* Provides feedback based on Performance and prepares career path for employees.
* Monitors calls and provided real-time feedback and created action plans based on agent’s needs.
* Made sure that site KPI’s were constantly met. KPI’s driven were AHT, Absenteeism, DSAT, Sales, FCR and Quality.

 *June 2008 – January 2009*

**8. Vision-X Philippines**

Position Title (Level) : Customer Service Representative (AT&T)

Specialization : Customer Service

Industry : Call Center / IT-Enabled Services / BPO

Work Description :

* Answered calls for US Based customers.
* Handled customer service, billing and basic technical support for customer inquiries.
* Constantly met site KPI’s which were Absenteeism, AHT and Sales.

**Recipient: Special certificate of commendation for Excellent Customer Service; Top of the class during nesting graduation**; **Top 10 Agent for 3 months out of 200 agents and Top seller for 3 months**

*June 2006 – April 2008*

**9. Sitel Philippines**

Position Title (Level) : Financial Care Specialist (Capital One Credit Card)

Specialization : Customer Service

Industry : Call Center / IT-Enabled Services / BPO

Work Description :

* Answered inbound calls for US based customer service account.
* Handled customer service, card activation and billing.
* Constantly met site KPI’s which were Absenteeism, AHT and Sales.

**Recipient: Special certificate as the top 10 agent**

  *October 2005 – May 2006*

**9. Convergys Philippines**

Position Title (Level) : Listener Care Specialist (Sirius XM Satellite Radio)

Specialization : Customer Service

Industry : Call Center / IT-Enabled Services / BPO

Work Description :

* Answered inbound calls for US based customer service account.
* Handled activation, billing and basic technical support for satellite radio customers.
* Constantly met site KPI’s, which were Absenteeism, AHT, Sales and Customer Satisfaction.

**Recipient: Top Seller and top 10 agent certificates**

**Educational Background**

**Elementary:** Rizal Central School - Tacloban City – 1st to 6th Grade SY 1992 - 1998

**Secondary:**

Leyte National High School – 1st year highschool – SY 1998 – 1999

Holy Virgin of Salvation School INC – 2nd year highschool – SY 1999 – 2000

St. Therese Educational Center of Leyte – 3rd to 4th year – SY 2000 – 2002

**Tertiary:**

* St.Scholastica's College of Health Sciences – Bachelor of Science in Pharmacy – SY June 2002 – 2004
* Lyceum of the Philippines - Bachelor of Science in Foreign Service Major in Diplomacy SY 2004 - 2005

**Personal Information:**

Nationality: Filipino

Date of Birth: June 29, 1986

Visa Status: Residence Visa

 I hereby declare under oath of perjury that all information given above are true and correct to the best of my knowledge. Likewise, I give authority to the entity to validate the authenticity of the contents stated herein.

 **QUEENIE**

 **APPLICANT**