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|  | ROSARY **Customer Service & Logistics Support**  Engineering Degree & Oil-Gas Petrochemical experience  +8 years in Customer Service  +8 years experienced in SAP ERP/CRM  [ROSARY.371100@2freemail.com](mailto:ROSARY.371100@2freemail.com) |
|  | **Page 1** |
| **Education**  Bachelor of Science in Computer Engineering  Bulacan State University  Philippines  July 2008  **Personal Info**  Age: 33  Status: Single  Visa: Visit Visa  Passport: Philippines  **Computer Skills**   * Advance user of MS word, excel, power point, & outlook. * Skilled in **SAP** interface. * Familiarity with C language, C++, .net, JavaScript, VB, and databases such as MySQL and MS Access. * Familiarity with AutoCAD. * Skilled in Adobe Photoshop, movie maker and HTML for webpage design. * Familiarity with networking basics in data communication and PC troubleshooting. | **Objectives:**  To obtain a Customer Service and/or Logistics Support in a multinational company where I can stay for a long time, share my expertise and best practices, improve and gain more value to my work experience.  **Strengths:**  Flexible  Resilience  Multi tasker  Competitive  Time management  Openness to feedback  Manage self-performance  Good decision-making skills  Positive customer-focus attitude  Continuous improvement mind-set  **Experience:**  **C:\Users\asus\Desktop\borouge logo.png**  **BOROUGE**  Abu Dhabi, UAE  Mar 2015 – Jan 2017  **Customer Service & Logistics Support**   * Acting as single point of contact to designated countries **(GCC)** and provide support to customer inquiries via phone and email. * Provide input for allocation management and price validation to ensure accurate order entry in SAP. * Coordinate priority orders with Demand Planning team. * Communicate outstanding payments to customers and sales if and when required to support solving financial and credit related issues together with concerned teams. * Create delivery and coordinate transport booking to 3rd party logistics for available trailer or sea shipment to shipping lines for container release. * Prepare all export documents related to order such as invoice, packing list, delivery note, TCN, COA, COO and bill of lading. * Process export LC orders and submit related LC documents to the bank. |
| |  |  | | --- | --- | |  | **Page 2** |  * Issuing and reviewing all documents related to orders and ensuring accurate invoicing to customer. * Provide on time resolution to feedback and complaints. * Process return orders and issuance of credit note/debit note. * Assist all customer inquiries related to order processing, order changes, lead time, actual delivery status, product availability, technical support, credit and shipping information. * Act as liaison between customers and internal operations in order to update work status, and ensure customer satisfaction; such as Sales and Agents, Finance and Credit, Quality Management, Demand Planning, and Port Coordinator. * Interface with external functions such as shipping lines, transporters and banks as per the OTC process requirements. * Archiving hardcopies and softcopies on SAP in accordance with policy and legal requirements.     **SHELL**  Makati City, PH  April 2010 – Dec 2014  **Customer Service Representative (OTC)**  1. Order Management   * Place order in SAP for Retail, Commercial, Marine and Aviation customers and coordinate with other service partners such as Logistics, Scheduling & Credit team and apply the appropriate freight charges and surcharges. * Amend and cancel standard orders and provide changed information to schedulers and scheduling admin team. * Take ownership in managing delivery status inquiries and trouble-shooting. * Delivery Schedule Support Service - proactively call out to Customer to manage Delivery issues. * Handle and resolve all queries from B2B fuels VMI Customers such as VMI run-out and tank-dip. * Schedule standard and non-standard orders (packed product). * Process Returned Product.   2. Credit Management   * Manage the customer experience by performing identified tasks (i.e. credit status inquiries, blocked order management) within prescribed timeframes, in close collaboration with the FO Credit organization.   3. Dispute Management   * Own the end to end disputes process for Quantity, Pricing, Tax and Master Data Disputes.  This includes logging of dispute, undertaking initial investigation and root cause analysis, liaising with key interfaces to resolve disputes. Close the loop with Customer on case outcome and confirm closure of case.   4. Feedback and Issues   * Manage Customer complaints feedback and compliments.  Liaise with resolution owners and other Service Partners as required, and close the loop with customers.   5. Touchless Support & Setup   * Support and proactively encourage touch-less uptake and utilization * Act as first level support for system interface errors * Act as a touch-less setup lead in system-to-system setup with existing Customers. (Work with Customer IT teams to resolve issues and manage internal processes).  |  |  | | --- | --- | |  | **Page 3** |   6. General Inquiries   * Handle New Business - Receive request for information or quotation from potential new customers and connect them to the appropriate contact within Shell.   7. Comply with HSSE commitment and policy   * Adhere to health and safety regulations and practices.   **C:\Users\Marco\Desktop\Kenny\Sitel-logo-1a_300-DPI-JPG.gif**  **SITEL**  Ortigas City, PH  Aug 2008 – Apr 2010  **Technical Support Specialist**   * Provide support to users where the products and environment maybe technical or sophisticated in nature. * Log all customer transactions in SAP. * Diagnosis on IP services, personal computers, wireless routers and wireless modems on customer’s software and hardware may be required. * Set-up installation and diagnose all printer driver and communication issues. * Work effectively with team members providing exceptional support for customers as well as internal clients. * Research on technical solutions using all available resources. * Interact with internal teams and offices in other countries to handle a variety of functions. * Escalate calls when necessary to supervisor or technical team - Level 2.   \*\*\*\*\*  **Character reference available immediately upon request.** | |