ROSE

[ROSE.372015@2freemail.com](mailto:ROSE.372015@2freemail.com)

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| --- |
| **PERSONAL PROFILE**  Intensive experience in the field of customer service  Fast learner, open to new ideas, and easily adaptable to changing environment  Able to relate well with others, regardless of ethnicity or socio-economical background  Able to multi-task with efficiency and flexibility  *At this stage of my career, I am looking forward to grow and expand my customer handling skills. Aside from handling the customer service department at my previous employment, I was also assigned tasks related to marketing.If given the chance, I would like to share with the company, the expertise that I have gained since I started my professional career.* |

**EMPLOYMENT HISTORY**

July – December, 2012 Banco de Oro, Unibank Inc.

Office Clerk Assistant

Key Skills and Responsibilities:

* Responsible in encoding and verifying clients’ information within the bank for fulfilment by various functional units in BDO Consumer Lending Group.
* Responsible for maintaining customer and prospect database.
* In charge of assessing the financial capability of the clients, whether or not they are qualified for credit card application.

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| March 2013 – June 2017 | Honda Cars Iloilo  Customer Relations |
| Key Skills and Responsibilities: | |
| * Ensures customer satisfaction by addressing their needs and concerns through close coordination to the other departments of the company. * After Sales and Service Follow-up calls. * Take In-Charge of the activities of Sales Dept. and Customer Relations Dept. * Provide direct marketing and sales support to the sales dept. Manage, help generate and qualify as well as process of sales leads. * Responsible of maintaining customer, prospect and competitor database and assessing, devising, and implementing marketing promotions. * Advertising the products and services of the company through social media. * Implemented a marketing strategy for Honda Cars Iloilo that directly increased quarterly sales lead by 60 percent. * Reduced the company’s yearly activities expenses by 90 percent through partnering with various suppliers of Honda Cars Iloilo * Provide direct calls to the customer for their insurances. * Take In-Charge of worldwide recall of airbags in every unit. * Provides customer satisfaction through detail-oriented service and professional communication. * Creates workable strategies to meet objectives and work well in a dynamic environment. | |

**EDUCATION AND TRAINING**

***Bachelor of Science in Marketing Management*** 2007 – 2012

Central Philippine University

Iloilo City, Philippines

***Bachelor of Science in Mass Communication*** Jun – Oct, 2005

West Visayas State University

Iloilo City, Philippines

**SEMINARS ATTENDED, CITATION**

* The first Iloilo City Business Summit
* First City School Career Summit
* H-Smart Basic IS1 and Advanced IS2 Course Training, (Honda Cars Cebu Inc. conducted by Honda Cars Philippines Inc.)
* Electronic Parts Catalog Seminar, (Honda Cars Iloilo conducted by Honda Cars Philippines Inc.)
* 14th National Customer Service Skills Training
* Interpersonal skills in service transaction, positive first impression, telephone communication, active listening skills, and clear explanation training.
* Hospitality Seminar.
* Student Trainee

ISUZU Iloilo Corporation, *November – February, 2011-2012*

(*Sales and Customer Relations Department)*

* Library Student Assistant

Central Philippine University, *June- October, 2007-2012*

*(Awarded as Most Honest of the Year, and Excellent Working Student)*

**REFERENCES**

Will be furnished upon request.