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**Patrick**

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**Summary**

Motivated sales associate with 3 years of experience. Independent worker with high energy and great communication skills. Reliable and friendly professional able to do multi-task job.

**Professional Experience**



**Retail Sales Assistant in SM Bacolod (January - April 2014)**

* Using market and customer information to assist in the development of brand plans.
* Smiling, greeting and making eye contact with every customer.
* Talking to customers, finding out their needs, and then offering advice.
* Handling customer complaints and returns. • Retrieving stock, showing it to customers and then putting it away.



**Mineski Infinity internet café (Febuary 2015 – July 2016)**

Service Crew

Main Responsibilities:

* Helped with cleaning the establishment.
* Restocking the pantry
* Serving customers with food and beverages
* Making sure that the computers are working well



**Panasiatic Solutions (July 2016 – October 2017)**

Call Center Representative

Main Responsibilities:

* Give accurate and appropriate information to answer questions, troubleshoot issues, and resolve complaints.
* Worked with upper management to ensure appropriate changes were made to improve customer satisfaction.
* Built customer loyalty by placing follow-up calls for customers who reported product issues.
* Collected customer feedback and made process changes to exceed customer satisfaction goals.



**Focus Direct Inc (May 2014 – June 2016)**

Call Center Representative

Main Responsibilities:

* Assisted customers with their queries and problems by phone.
* Established and maintained contacts with new and existing customers as per the direction of the supervisor.
* Helped customers place new orders easily.
* Forwarded important and serious matters to the seniors.
* Transferred urgent calls to the required departments quickly and accurately.
* Entered and updated new customer details in the customer relationship management software according to administrative guidelines.

**Educational Attainment:**

Systems Technology Institute (STI) – Information Technology - College level

 **Skills**

* Troubleshooting
* Service and support
* Computer software savvy
* Friendly
* People person
* Fast Learner