**AKEMY**

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**OBJECTIVE:**Dedicated, resourceful and innovative individual with passionate commitment to personal development and the learning experience. Possesses strong leadership, motivational and coachingskills. Results- oriented, decisive leader with proven success in strategic thinking and problem resolution. An experienced Team Leader looking for an advancement in a reputable company to lead by example and utilize immense experience in leading a team towards its objectives.

**WORK EXPERIENCE:**

**Company : Dynamics Insurance Broker L.L.C.**

**Position : Administrative assistant/Secretary & Sales Executive**

**Year : July 8, 2017 - Present**

**Location : Deira, Dubai**

* Prepared necessary reports and maintain records of all documents for the management.
* Tracking all the minutes of the meeting.
* Keeping records for the sales and monthly summary report.
* Calling customer to offer car insurance.
* Sending email and advertisement for the company
* Designing company advertisement.

**Company : Wipro BPO Philippines**

**Position : Supervisor**

**Year : April 2014 - June 2017**

**Location : Cebu, Philippines**

1. ***Supervisor/ Team Lead***

* Identify all issues in team and provide continuous support to all members according to operating standards
* Supervise effective working of production personnel and prepare effective production schedules and ensure compliance to all company policies
* Coordinate with equipment and process teams ensuring compliance to all protocols and maintain quality
* Prepare vacation schedule for all employees maintaining continuous production
* Manage and prioritize all production processes and implement all production plans
* Ensure compliance to all local policies to achieve all production objectives and provide appropriate feedback to all employees
* Developed and maintained effective relations with all company employees at various levels of organization
* Analyzed staffing requirements and ensured efficient compliance to production schedules and budget for all production process
* Managed team of 15 of professionals
* Developed department's first incentive performance plan which motivated staff and resulted in a 90% increase in production.
* Ensure compliance to workplace policies according to safety objectives

1. ***Office Assistant/ Secretary***

* Prepared necessary reports and maintain records of all documents for the management.
* Tracking all the minutes of the meeting.
* Keeping records for the incentive for the management.

**Company : Sykes Asia**

**Position : Call Center Agent / Technical Support**

**Year : November 2013 – February 2014**

**Location : Cebu, Philippines**

* Provide thorough support and problem resolution to customers
* Maintain composure and patients in face of difficult customer situation.
* Build and maintain successful relationships with service providers, dealers and consumers.
* Support customers with online billing and account issues.
* Researched prospective personal and business customers' basic phone and advanced data needs.
* Diagnosed and resolved technical hardware and software issues involving internet connectivity, email.
* Provided answers to clients by identifying problems, researching answers and guiding clients through corrective step.

**Company : Aegis People Support**

**Position : Call Center Agent / Sales Representative**

**Year : April 2013 – October 2013**

**Location : Cebu, Philippines**

* Coordinated room reservations for high-profile client.
* Surveyed each client to ensure customer satisfaction
* Answered and directed all incoming phone calls within the Sales Office.
* Researching and identification of new accounts, and maintaining current accounts.
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* Create an increase of overall revenues generated from Sales by understanding the overall objectives of the client's program.
* Generate and maintain all hotel and group booking reports to reflect overall revenues and booking numbers.
* Responsible for communicating with all departments to ensure efficient group arrivals and event management

**Company : Legacy Food Corporation**

**Position : Service Crew**

**Year : April 2012 to September 2012**

**Location : Cebu, Philippines**

* + Provides courteous and efficient service of food and beverage according to prescribed standard of service.
  + Present menu, take order, suggest and recommend appropriately
  + Attend and respond to guests needs promptly and professionally
  + Present bills to diners, collect payment and give to the cashier and return change
  + Perform general housekeeping and cleaning duties; including sweeping, mopping, cleaning glasses, furniture & fittings, lying of tables and up-keeping of rest room etc.

**EDUCATIONAL BACKGROUND:**

***Collegiate:* Asian College of Technology**

**Bachelor of Science in Information Technology**

Pantaleon del Rosario St, Cebu City 6000

# YOM: 2009-2013

**SKILLS & CAPABILITIES:**

* Excellent customer service and interpersonal skills
* Proficient in Microsoft Office including Excel and PowerPoint.
* Highly Motivated, Good Learning Attitude, Customer Oriented.
* Able to work independently, under pressure and meet deadlines.
* Demonstrated accuracy, attention to detail and ability to work will in team environment.
* Strong problem solving and analytical skills.
* Ability to manage multiple tasks
* Decision making skills
* Effective verbal and listeningcommunications skills