**MADONNA**

E-mail: Madonna.378917@2freemail.com

Visa Status – Employment Visa

**CAREER SUMMARY:**



Has an overall experience of 7 **years.** Four (4) years of experience as a Customer Service Representative in the Philippines and almost one (1) year experience as Admin Assistant in Dubai, UAE and one (1) year as Sales representative for online shopping. One (1) year experience as Sales Coordinator in Dubai UAE. Consistently met tight deadline schedules in high pressure situations. Equally effective when working independently or as part of a team. Has a reputation for dedicated teamwork, industrious work ethic, and commitment to customer service

**STRENGTHS:**



* Excellent verbal and oral communication
* Exceptional customer service skills-quickly recognizes signal of a disgruntled customer and able respond in a professional manner
* Good computer knowledge/technological skills- adept in using search tools, browsers and also email features, including familiarity of CRM solutions
* Ability to meet tight deadlines
* Attention to details
* Ability to work well as a part of a team
* High level of motivation to excel in any given tasks
* Confident personality
* Willing to learn

**TECHNICAL KNOWLEDGE:**



**Office Productivity Tools**

MS Office, MS Windows, MS Internet Explorer, Outlook, Mozilla Firefox, WINRAR ,WinZip, Adobe Photoshop, Acrobat

**PROFESSIONAL EXPERIENCE**



***Sales Coordinator – May 2016 - Present***

PEB International FZE / PEB International Technical Services LLC

Al Quoz Industrial 2 Dubai UAE

* Keeping all paper works from the CEO of the company
* Arranging meeting from some clients, consultant and contractors
* Keeping all inquiries in excel sheet and making sure it will be followed up

 Coordinating to sales executives to make sure that all inquiry has been quoted properly

* Checking and responding to emails that being sent to the company
* Calling all clients for all updates for the proposal that was sent
* Creating proposals and sending proposals to clients
* Interact to all clients for any question that they have for the products over the phone or face to face
* Keep all important papers and documents for the company and make sure it’s properly file for future reference of the company.

***Sales Representative-*** January 2015- February 2016

Sanjieshoppe Online - (Industrial Partner)

Tanauan City Batangas

* Obtains or receives merchandise, totals bill, accepts payment, and makes change for customers
* Obtains merchandise requested by customer or receives merchandise selected by customer.
* Answers customer's questions concerning location, price, and use of merchandise.
* Accepts payment and makes change.

***Customer Service Representative -*** *February*2013- November 2014

November 2008-December 2011

TELETECH LIPA, Robinsons Place, LipaBatangas Philippines

* Answer inbound calls
* Assist customer who have specific inquiries
* Build customer inters in the services and products offered by the company
* Provide personalized customer service of the highest level
* Arrange for the dispatch of products, information packages, broachers etc. to clients ad other interested parties’
* Follow up calls of the client with clerical duties which includes faxing, filling up paper work, doing checks on credit references as well as leasing with other departments
* Ability to comprehend, capture as well interpret basic customer information
* Ability to comprehend, capture as well interpret basic customer information
* Ability to treat people with respect under all circumstances, instill trust in others besides upholding the values of organization.
* Ability to adapt to change, meet the changing demands of the work environment and delays or other unexpected demands
* Punctuality

***Admin Assistant -*** February 2012–December 2012

Niche Trading FZCO

Jebel Ali Freezone Dubai

* Send emails to the customer for the query in their product
* Search codes for the products
* Assist customer who have specific inquiries
* Arrange for the dispatch of products, information packages, brochures etc to clients
* Ability to meet tight deadlines
* Attention to details
* A sound knowledge of telephone etiquette

**UNIVERSITY EDUCATION**



**Bachelor of Science in Elementary Education, 2008**

Chirstian College of Tanauan- J.V. Pagaspas St., Tanauan City Batangas, Philippines

**SEMINARS & TRAININGS:**



***Personality and Development Seminar: Future Professionals For That Inevitable Changes***

September 21, 2007

***School-Based In-service Training for Teachers on the Administration of the Revised Phil-IRI: An Effective Tool in Pupil’s Reading Ability***

July 21, 2007

**DISTINCTIONS & AFFILIATIONS**



**On-the – Job Training: Bernardo Lirio Memorial Central School (BLMCS)**

**ADDITIONAL INFORMATION**



**Date of Birth:** December 3, 1987

**Age:** 29 years old

**Nationality:** Filipino

**Civil Status:** Single