

**Dexter**

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Objective:

Secure a position that will enable me to use my strong communication & organizational skills, customer service background and my ability to work well with people

Summary of Qualifications:

Responsible and dependable Customer Service Representative. Seven years, experience with different companies in the Philippines. Two years working experience in excellent client service in UAE. Skilled in performing office support duties, such as providing information to the public, receiving payments and addressing customer complaints. Hands on experience in ensuring that appropriate changes are made to resolve customers’ problems and referring unresolved customer grievances to designated departments for further investigation. Proficient in Autodialing systems such as Predictive dialers and automated attendant systems. Areas of expertise include:

* Customer relationship management
* MS Word, Excel, PowerPoint, Outlook
* Sales and Inventory management

Work Experience:

1. **Host / Referee**

 ***BOUNCE Inc., 118 Remal Mall, Al Ain, UAE (July 2016 - Present)***

* Making sure that the customers are safe and having fun.
* Ensure that all clients feel welcome and are given responsive, friendly and courteous service at all times.
* Checking if customers are receiving the proper jump service according to company standards and intervening whenever a client does something inappropriate / prohibited to the rules.
* Partly doing sales at reception and tuckshop.
* Interacting with customers, showing them on how to do some basic jumping tricks and skills.
* Making new friends and loyal clients at BOUNCE.
* Hosting some birthday parties and preparing meals; making sure it is served according to the facility’s recipes, portioning, cooking and serving standards.
* Doing maintenance for the trampolines, checking that all equipment is kept clean and kept in excellent working condition through proper inspection and by following the facility’s preventative maintenance programs.
* Performs and/or oversees regular inventory procedures, including stock-taking, physical inventories, etc.

1. **Photographer / Customer Service Representative**

 ***Instant Photo Solutions SDN BHD, Sharjah Aquarium, Al Khan, UAE (January 2016 – March 2016)***

* Perform maintenance tasks necessary to keep equipment working properly.
* Take pictures of individuals, families, and small groups, either in booth or aquarium / museum.
* Set up photo booth for the purpose of displaying and selling work.
* Manipulate and enhance scanned or digital images to create desired effects, using computers and specialized software.
* Sales / Marketing / Invoicing.

1. **Customer Service Representative / Team Leader**

 ***Expert Global Solutions, Clark Pampanga, Philippines (Oct 2012 – July 2015)***

* T-Mobile “Gen Care”
* Answer phones and respond to customer requests.
* Provide customers with product and service information.
* Identify, research, and resolve customer issues using the computer system.
* Follow-up on customer inquiries not immediately resolved.
* Complete call logs and reports.
* Take in supervisory calls
* Insuring that KPI’s are met by agents
* Recommend process improvements
* Other duties as assigned

1. **Customer Service Representative / Technical Support Representative**

 ***ePLDT Ventus, Makati City, Philippines (July 2009 – September 2012)***

* Dish Network
* Create new accounts
* Record customer information into the system
* Change channel packages
* Billing concerns
* Cancel accounts
* Upsell right fit packages to customer
* Minor troubleshooting
* Confirming technicians arrival and setting schedule for technician visit

1. **Store Keeper ( Part Time )**

 ***Kowanyama Guest House, Kowanyama, Cairns, Australia, (February – August 2008)***

* Check and display items on display
* Cleaning dining tables and rooms
* Cleans surroundings and kitchen

1. **Assistant Manager**

 ***ADC General Merchandise, Dasmarinas, Cavite, Philippines (April 1997 – January 2002)***

* Manage the stores transaction and see through them
* Ensure that sales are balanced with inventory
* Manage daily sales and employees

Skills:

* Fluent in English and Filipino communication and writing skills
* Interpersonal, communication and organizational skills
* Computer literate in programs such as MS Word, Excel and Powerpoint
* Minor troubleshooting and customer care
* Drawing
* Driving

Education:

* **BS Business Administration, Major in Marketing & Sales (June 1998 – March 2002)**

*San Beda College*

*Alabang* Alabang, Muntinlupa City, Philippines

* **Professional Caregiver (June 2006 – December 2006)**

*AMA Computer College*

Dasmarinas, Cavite City, Philippines

Reference

* Available upon request