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| **Daniel Rafael Gomez**  **Sales & Marketing / Customer Service / IT Support Professional**  **Mobile:** +971585982583 / **E-mail:** [daniel-390523@gulfjobseeker.com](mailto:daniel-390523@gulfjobseeker.com) | C:\Users\cvwriter\Desktop\Untitled.jpg |

**PROFILE SYNOPSIS**

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Enthusiastic, Dynamic and Goal-driven professional equipped with 18+ years experience in domains of Sales & Marketing, Customer Service, Call Center Agent, IT Support and Insurance Agent. Demonstrated competencies in carrying out multiple tasks simultaneously, performing well under pressure, meeting tight deadlines, maintaining strict confidentiality of company records, coordinating with third parties and surpassing performance parameters; Possess enthusiasm, tenacity and initiative in achieving performance goals, desirous for continuous learning with excellent communication, analytical, coordination, organization, time management, problem-solving, interpersonal skills. Seek a solid career foundation and good outcome within a growing organization that provides an opportunity for career growth and professional experience.

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| **Strengths & Skills**   * Strong Analytical, Organization & Coordination skills * Possess Integrity, Creativity, Honesty & Teamwork * Self-starter-Quick learner-Vibrant personality * Ability work in high-stressed environment and stay calm under pressure * Easily adapt to Multicultural environment plus capacity to motivate others, as well as excellent communication, negotiation, and managing or leading team in different cultures, to achieve outcomes in a cross-cultural environment |

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| **CAREER SNAPSHOT** |

**Insurance Agent –** *Pru Life Insurance, Philippines* **Jan 2017 – Apr 2018**

**IT Helpdesk Support/Level I –** *FIS Global Solutions, Philippines* **Apr 2018 – Feb 2019**

**IT Helpdesk Support/Level I –** *Atos Information Technology Inc., Philippines* **Apr 2012 – Nov 2017**

**Technical Support –** *Synnex-Concentrix Corporation, Philippines* **Sep 2010 – Apr 2012**

**Sales Representative –** *Directo.com, Philippines* **Jan 2010 – May 2010**

**Collection Officer –** *Citibank Saving Bank, Philippines* **Aug 2009 – Jan 2010**

**Bartender/Waiter –** *Thunderbird Resorts and Casinos, Philippines* **Jan 2008 – Aug 2009**

**Bartender/Waiter –** *Burgoo Restaurant, Philippines* **Feb 2002 – Aug 2002**

**Waiter –** *Shakey’s Restaurant, Philippines* **Aug 2001 – Feb 2002**

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| **CORE COMPETENCY** |

**IT Helpdesk Support**

* Serve as the first point of contact for customers seeking technical assistance over the counter, by phone or email.
* Ensure a positive customer experience by providing prompt, efficient, and innovative solutions to technology related incidents and requests.
* Solve complex incidents and business problems over the phone and/or drives efforts to resolution by working with vendors and other support teams as needed.
* Perform remote troubleshooting through diagnostic techniques and pertinent questions. Determine the best solution based on the issue and details provided by customers.

**Insurance Agent**

* Familiarity with a variety of insurance policies and coverage’s.
* Follow through with underwriting to be sure that client applications are being processed in an effective and timely manner
* Ability to evaluate the needs of customers
* Go-getter attitude and great initiative
* Strong communication skill

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| **PROVEN JOB ROLE** |

**Insurance Agent –** *Pru Life UK, Philippines*

* Provided knowledgeable financial guidance to clients to ensure that their retirement is customized to their financial needs
* Educated in products and services for retirement and money management in the changing economy
* Asked for referrals
* Input into the system correct information on clients.
* Built friendships with all clients that I meet

**IT Helpdesk Support/Level I –** *FIS Global Solutions/Atos Information Technology Inc., Philippines*

* Provided assistance to a colleague and educated corporate employees with IT policies and process.
* Supported the company and other affiliates such as (Converse, ColeHaan, Umbro, and Hurley) with their hardware, software and network issues
* Reset passwords and unlock accounts for application databases (Active Directory, UNIX, SAP, IBM GOAL, WFM/Kronos, TimeTrack, Blackberry/BES, Citrix and Clarify).
* Fixed and re-imaged POS system for cash registers and computers/PCs. Follow up with employees to ensure issues have been resolved

**Technical Support /Customer Service Agent –** *Synnex-Concentrix Corporation, Philippines*

* Provided technical assistance and product education. Work on after-sales support services and provide technical back up as required. Troubleshot customer’s technical issue in regards to satellite service.
* Educated customers of their bills

**Sales Representative –** *Directo.com, Philippines*

* Key point of contact for clients and provided both pre and after-sales advice. Liaise regularly with other members of the sales team and colleagues from a range of departments.
* Used technical knowledge along with sales skills to provide advice and support on a range of products, for which a certain level of expertise is needed.

**Bartender/Waiter –** *Thunderbird Resorts and Casinos*

* Managed bar area including cocktail design and menu
* Ordered and maintained inventory of bar products,
* Provided customer service which resulted in returning customers
* Displayed communication skills through one on one contact with customers

**Bartender/Waiter –** *Burgoo Restaurant*

* Managed bar area including cocktail design and menu
* Ordered and maintained inventory of bar products,
* Provided customer service which resulted in returning customers
* Displayed communication skills through one on one contact with customers

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| **QUALIFICATION** |

* **Bachelor of Science in Nursing –** *Siena College Taytay, Philippines* **March 2007**
* Proficient in MS Office (Word, Excel, PowerPoint and Internet)

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| **PERSONAL DETAILS** |

Nationality : Filipino

Date of Birth : 23rd May 1980

Marital Status : Married

Visa Status : Visit visa

Languages : Tagalog, English

Reference : Available Upon Request