

**Christina**

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**UAE DRIVING LICENSE HOLDER**

**Objective**

To be a part of an institution where I could convey my acquired experiences, knowledge and abilities effectively and efficiently for the meaningful growth of the company.

**Professional Summary**

* Highly experienced Customer Service professional. Able to handle a high volume of customer in a fast-paced environment with minimum supervision while maintaining emphasis on the highest quality of consumer service. And a solid track record within outbound business to business telesales. Possessing a strong commercial acumen and having a proven track record in closing deals. Excellent listening skills, oral and written communications. Comfortable in interacting with all levels of the organization and public.
* An enthusiastic self-motivated with strong secretarial and administrative skills. Proven academic and professional achiever, possess the unique clerical and computer skills required to assist the executives and organization to achieve its mission.

**Skill Highlights**

* Excellent interpersonal, verbal and written communication skills.
* Multi-tasking skillswith an ability to meet established deadlines and possess good decision making skills.
* Highly proficient in MS Office Applications (Word, Excel, Powerpoint, Outlook, Scanning, Internet Browsing, Email, etc.) and with a very good typing speed.
* Proficient in using Vision Plus (V+), Lead Management System (LMS), Customer Lifecycle Management System (CLMS), Avaya Phone.
* Can work with minimum supervision and under pressure.
* Punctual, self-motivated and dedicated to job.
* Maintains and observes honesty and loyalty.

**Education**

**Bachelor of Science in Business Administration**

**Major in Finance and Management Accounting**

**Degree Holder- Graduated Year 2004**

**Holy Angel University - Angeles City, Philippines**

**Work Experience**

**Secretary cum Marketing Assistant January 07, 2015 – February 04, 2016**

**Marinetek Middle East and Asia LOB 16, Jebel Ali FZCO Dubai, UAE**

* Greet visitors and callers, handle their inquiries, and direct them to the appropriate persons according to their needs.
* Communicates with contractor to follow up each projects update.
* E-Mail newsletters, promotional material, and other information to our potential or existing customers.
* Order office supplies and research new deals and suppliers.
* Act as the point of contact for internal and external clients.
* Locate and attach appropriate files to incoming correspondence requiring replies.

**Customer Service Representative**

**cum Sales & Marketing Assistant August 16, 2012 – December 03, 2014**

**Dubai Outlet Mall (Al Ahli Group) Al Ain Road Route 66, Dubai, UAE**

* Sells Mall Outlet Plus Card (discount card) and Gift vouchers with the objective of promoting spend within the mall and ensures teamwork to achieve our monthly target.
* Answering phone calls for any customer’s queries, issues, etc.
* Assist customers with mall directions and any queries (such like; store location, merchandise, brands and mall services).
* Ensure all clients receive an exceptional standard of service at all time.
* Enters customer details in database and issued coupon every Dubai Shopping Festival (DSF) & Dubai Summer Surprise (DSS).
* Communicate with other departments and management to resolve problems and expedite work.
* Assist marketing team on different promotions and events.
* Prepares Daily Inventory Report (such like; Outlet Plus Card Sales Report, Gift Voucher and Coffee Voucher Report, Du Card Sales Report, Daily Customer Survey, Customer Verbal Comment or Complains)**.**
* Assist and train newly hired customer service assistant.

*Additional Task given by Immediate Manager/Supervisor:*

* Prepares Malls Comparison (twice a month).
* Updates In- Store Promotion (twice a month).
* Updates Mall Stores List & Telephone Number (every time there’s a newly opened or closed store).
* Updates each Store Brands in the database (quarterly basis).
* Prepares customer testimony for Mall Magazine (monthly basis).
* Updates Marketing Inventory in Storage Room (monthly basis & when required).

**Senior Customer Care Specialist October 5, 2008 – May 31, 2012**

**Dubai First (P.J.S.C.)- Financial Institution Burjuman Office Tower, Dubai, UAE**

* Receives calls to all customers concern and ensuring their satisfaction in assisting with their queries, feedbacks and needs pertaining to their credit card, corporate deposit & personal loan.
* Resolve customer complaints within acceptable turnaround time.
* Ensures accuracy in handling calls for the message received.
* Does call backs to customer who requested to cancel their credit cards and convince them to keep it. *(Retention skills)*
* Does call backs to update customers for their request.
* Does voicemail call backs left by the customers.

*Additional Task given by Immediate Manager/Supervisor:*

* Handling exclusive VIP customer service line.
* Prepares Weekly Team Toll Gate (Exam) for new process and product.
* Audit Credit Shield- Insurance Cancellation.
* Daily and monthly verification of reports preparation pertaining to voice mail left by the customer.
* Prepares feedback to the new agent after listening to their calls.
* Communicate with other departments to resolve problems and expedite work.

**Administrative Assistant cum Property Custodian January 08, 2008 – September 30, 2008**

**Porac Bank Angeles City, Philippines**

* In charge of client’s documents- (collaterals), such as; land title, car registration, etc. and prepares daily report for the same.
* Monitor and audit customer’s document to process their loan request.
* Prepares cheques & vouchers.
* Clerical jobs (filing, bookkeeping, telephoning, etc.)
* Abide the rules and regulations of the bank.

**Customer Care Specialist February 10 2007 – October 17, 2007**

**Dubai First (P.J.S.C.)- Financial Institution Burjuman Office Tower, Dubai, UAE**

* Receives calls to all customers concern and ensuring their satisfaction in assisting with their queries, feedbacks and needs pertaining to their credit card, corporate deposit & personal loan.
* Resolve customer complaints within acceptable turnaround time.
* Ensures accuracy in handling calls for the message received.
* Does call backs to customer who requested to cancel their credit cards and convince them to keep it. (Retention skills)
* Does call backs to customers to update them for their request.
* Does voicemail call backs left by the customers.

**Administrative Assistant June 01, 2006 – January 30, 2007**

**MRS Packaging Limited Jebel Ali LOB 16-207, Dubai, UAE**

* Prepares correspondence/offer/quotation to clients.
* In charge in shipments process.
* Public Relation Officer: Prepares staff request/renewed Health Card, Salary Certificate, and Temporary/Permanent Access Card etc.
* Monitors all staff files.
* Follows-up clients for their outstanding account.
* Clerical jobs (filing, bookkeeping, telephoning, etc.)
* Perform other duties that may be assigned by the immediate manager from time to time.

**Treasurer May 25, 2004 – March 31, 2006**

**Mimosa Leisure Estate Clark Field Pampanga, Philippines**

* Handle cash register systems and operations.
* Issues official receipt for cash and cheque collections.
* Issues acknowledgment receipt for postdated cheque.
* Prepares official receipt for inter-branch deposit.
* Prepares Cash Remittance Report at the end of the day.
* Prepares Cash Remittance Report Form.
* Maintains official cashbook of accountable officers.
* Prepares monthly accountability of accountable forms (official receipt).
* Prepare deposit slip for on us cheque, cash deposit, local and regional cheque and dollar deposit.
* Assist in monitoring that small bills are always available in all outlets.
* Reconciles the official receipts with the remittance report and cash count report.

**Trainings**

Dispute Resolution - 28th April 2011

Customer Service Mindset - 24th November 2010

Money Laundering - 2009

Compliance Training - 2008

**Personal Data**

**Nationality : Filipino (Philippines)**

**Marital Status : Single**

**Date of birth : January 29, 1982**

**Visa : Tourist Visa**