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**Objective**

To join a challenging position within departments in organizations that will further utilize and enhance my skills and capabilities, and will help departments achieve its goals and service levels which will result to organizations reaching its mission and vision.

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| **Professional Experience** |
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| December 29, 2013- Present | **Call Center Agent**, *Infofort* - Jebel Ali, Dubai, United Arab Emirates* Answering inbound calls, emails, doing outbound calls and investigation to assist clients in retrieving the correct document(s) stored with us.
* Coordinate with our logistics team to ensure that the clients will receive the documents they required and documents to be put back to storage will be collected in a timely manner.
* Prepare the documents that clients requested for retrieval, permanent withdrawal and destruction.
* Coordinate with our Sales and Accounts department for rates and contract issues.
* Assisting clients during client’s visits and Audits.
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| MARC H 01, 2013- December 02 2013 | **Account Officer**, *Citibank*- Abu Dhabi, United Arab Emirates* Source new to bank customer to offer credit card and personal loans.
* Meet and interview customers to determine eligibility and establish applicable credit scoring.
* Collects and authenticate all documents required to process application.
* Prepares a daily activity report to effectively document activities and customer’s information.
* Proposed the credit card and/or loan application for approval.
* Resolves customer’s inquiries and additional request to build long term banking relationship to ensure customer satisfaction and retention.
* Builds relationship with existing customers to be able to get referrals.
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| December 2010- January 2013 | **Customer Account Executive,** *West Contact Service* - Makati City, Philippines* Receives and process incoming phone calls for dedicated clients, which includes obtaining, entering, verifying customer information, adhering to scripts, and attempting to sell products or make up sells.
* Initiate outbound phone calls to customers if technical problems incurred during the customer’s initial call.
* Ensures that calls are processed in strict adherence of established policies, procedures, and quality standards as well as any federal laws and regulations
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| January 2010 - December 2010 | **Customer Service Representative** , *Sutherland* -Taguig, Philippines |
|  | * Provide client support and technical issue resolution for software and hardware product for Lenovo
* Provide training to clients in the use of system and applications.
* Obtain general understanding of OS and application operations related to company offered services.
* Identify and correct or advise, on operational issues in client computer systems.
* Provide client support and technical issue resolution via E-Mail, phone and other electronic medium.
* Configuration of client's equipment to connect to the Internet via modem/DSL Router
* Configure software to connect to Internet application servers.
* Configure client’s equipment for TV services.
* Provide training to clients in the use of system and applications as related to Internet.
* Obtain general understanding of OS and application operations related to company offered services.
* Identify and correct or advise, on operational issues in client computer systems.
* Perform creation of new accounts using company provide software tools.
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| March 2009 - January 2010 | **Customer Service Representative,** *West Contact Services* - Makati City, Philippines |
|  | * Provide client support and technical issue resolution via E-Mail, phone and other electronic medium.
* Configuration of client's equipment to connect to the Internet via modem/DSL Router
* Configure software to connect to Internet application servers.
* Configure client’s equipment for TV services.
* Provide training to clients in the use of system and applications as related to Internet.
* Obtain general understanding of OS and application operations related to company offered services.
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| **Educational Background** |  |
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| June 2006 - April 2008 | * Bachelors of Science in Nursing (Undergraduate), Northern Christian College, Philippines
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| June 2002 - April 2006 | * Sinait National High School, Philippines
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| June 1996 - April 2002 | * Sinait West Central School, Philippines
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| **Personal Particulars** |  |
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| Date of Birth: | * April 25, 1989
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| Nationality : | * Filipino
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| Language: | * English, *Tagalog*
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| Hobbies | * Cooking, Reading, Walking, Freeletics
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I hereby certify that the above information is true and correct.