**Gulfjobseeker.com CV No:** **1297944**

**Mobile +**971505905010 / +971504753686

To get contact details of this candidates

Submit request through Feedback Link

<http://www.gulfjobseeker.com/feedback/submit_fb.php>

**Career objective:**

Obtain and secure a position that will enable me to use my organizational skills, ability to work well with people, quick learning skills, and to have the opportunity to learn and to lead guided by the organizations mission and vision.

#### Career highlights

August 2013 – April 2014

**SQME Professionals Inc. - *Customer Service Representative***

* Use telephone to reach out to customers and verify account information.
* Greet Customers warmly and ascertain problem politely and properly.
* Work with Customer Service Manager to ensure proper customer service is being delivered.
* Resolve customer complaints via phone or email.
* Assist Customers with respect and professionalism to make sure to provide high level of customer service.

May 2013 – August 2013

**Oracle Corporation, Philippines** - ***Lead Generation Representative, ASEAN***

* Supports Marketing Development Activities.
* Responsible for qualifying leads and IT Interest or requirements and passing it along to the sales team after it is entered into their company database.

October 2009 – May 2013

**Oracle Corporation** - ***Customer Intelligence Analyst, ASEAN/ANZ/IN*** (Teleprospector/Profiler/Data Analyst)

* Responsible for developing and maintaining intelligence database by obtaining contact information of key personnel of target companies, company structure, history and used IT products.
* Maintaining comprehensive data quality and quantity through research and data consolidation.
* Supports pre-sales and Marketing Development Activities.
* Calling target contacts selected from a list of carefully selected companies to engage in Marketing Events and determine if there is an IT initiatives.

July 2008- September 2009

**TELUS International Philippines** - **Directory Assistance, Customer Service, Canada&US**

* Responsible for assisting callers by providing relevant information of different establishment, locations and contact numbers. Covering US and Canada.
* Assist and Provide a relevant information to customer

**Seminars and Training:**

Oct. 30, 2009 - Application, Technology and Fusion Middleware Training

Nov. 23- 25, 2009 - **Sandler Sales Training**

- Oracle Direct AP, by **Raymond McConnell**, Managing Director

**Achievements:**

**Top GLM /TP FY10 Q3** - March 26, 2010 Certificate of Recognition Profiling Excellence from Kevin Sheperdson Senior Director and Menzie Montelibano Head, South Asia Hub (Manila).

**Top GLM /TP FY10 Q4** – June 16, 2010 Certificate of Recognition Profiling Excellence

from Kevin Sheperdson Senior Director and Menzie Montelibano Head, South Asia Hub (Manila).

**Top CI Profiler FY11 Q2** – January 14, 2011 Certificate of Recognition Customer Intelligence Team from Manish Asthana Director – OFM Programs & Customer Intelligence and Lionell Yeo Senior Manager – Customer Intelligence

**ASEAN Top CI Profiler FY12 Q4** – June 2012 Certificate of Appreciation Profiling Excellence from Andres T Suarez General Manager and Jonathan M. Matriano Head, Commercial Group

**ASEAN Top CI Profiler FY13 Q1** – October 25, 2012 Certificate of Appreciation Profiling Excellence from Andres T Suarez General Manager and Jonathan M. Matriano Head, Commercial Group

#### Skills and Knowledge

* Strong analytical skills with numbers
* Very good communication skills (both oral and written)
* Technical/computer skills, above average knowledge in computer troubleshooting
* Team player, ensure everyone is sucessful in completing individual tasks
* Keen attention to details and effective organizational skills
* Effective time management and decision making if necessary
* Prioritize essential requests to meet deadlines
* Less supervision needed in everyday work around tasks, even in rendering OT
* I’m a fast learner, punctual, detailed and hard working
* Knowledgeable in Microsoft Office (Word, Excel, Outlook)

**Educational Background:**

June 2004 – April 2008 - **Philippine Christian University, Taft Philippines**

***Bachelor of Science in Hotel and Restaurant Management***

**Personal Information:**

Birthdate – December 24, 1986

Religion – Catholic

Nationality - Filipino