**SWEDEN**



[**SWEDEN.239645@2freemail.com**](mailto:SWEDEN.239645@2freemail.com)



**Objective**

I am looking for a job and opportunity where I could practice my knowledge and develop my personality as a career person while utilizing my skills.

**Work Experience**

* Customer Service Representative (Jetstar Australia), Airline Sales Account

Stellar BPO Philippines, September 2014- April 2015

Resolve customer complaints via phone and email

Use telephones to reach out to customers and verify account information. Greet customers warmly and ascertain problem or reason for calling. Assist in booking flight, or changing flight details (Sale)

Upsell ancillaries

Advise on company information.

Take payment information and other pertinent information such as addresses and phone numbers.

Process flight cancellation and refund Inform customer of deals and promotions. Read from scripts.

* Customer Care Specialist (SEARS Canada), Direct Sales and Technical

Support, Concentrix Phillippines*, April 2014- August 2014*

Greet customers warmly and ascertain problem or reason for calling.

Use telephones to reach out to customers and verify account information. Assist in placement of orders, refunds, or exchanges. (Sale)

Upsell extras

Advise on company information. Place or cancel orders.

Inform customer of deals and promotions. Sell products and services.

Read from scripts.

* On-the-job Trainee, DCRC, Sales Admin, Ford Naga Philippines

*November 2013- February 2014*

Process requirement for car purchase

Sort files

Encode necessary documents

Send email and reports daily

Photocopy and scan documents

* Social Services Trainee, SSSTP Social Security System- Iriga Branch

*May 2011- September 2011*

**Educational Attainment**

College *Ateneo De Naga University*

*Bachelor of Science in Business Administration*

*Major in Marketing Management*

Bagumbayan Sur, Naga City, Philippines

Graduated March 2014

High School University of Saint Anthony

Iriga City, Philippines

Graduated March 2008

**Skills**

* Skills Basic computer knowledge in Microsoft Office 2010 (Excel, Word, Power point)
* Language Skills
* Vocabulary skill and good in spoken or written English.
* Enthusiastic and hard-working Trustworthy and reliable with a strong work ethics and values.
* Communication Skills Able to communicate verbally and effectively in a professional business manner.
* Ability to meet deadlines driven to meet deadlines while maintaining work accuracy.

**Awards Received**

University Honors

* First Semester s/y 2012- 2013 College Honors
* Second semester s/y 2011-2012
* First Semester s/y 2013-2014

**Seminars Attended**

* “The Changing Business Landscapes”, MarkProf Foundation Inc. September

14, 2013

* “Role of Business Professionals in Challenging the Leaders of Tomorrow”,

5th Annual Business Summit. February 22, 2013

* “Dare to Be Remarkable”, Senior's Career Day. September 25, 2013

**Personal Information**

Age: 24 years old

Birthday: June 20, 1990

Marital Status: Single

Nationality: Filipino

Religion: Roman Catholic