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**KRIST**

**Al QUSAIS**

**DUBAI, U.A.E**

**EMAIL:** [**krist.257346@2freemail.com**](mailto:krist.257346@2freemail.com)

***CAREER OBJECTIVE***

I look forward to working in a reputable company that will give new challenge and growth to my career and wherein I can effectively utilize my organizational skills, administrative experience and my customer service expertise.

***AREAS OF EXPERTISE***

Customer Service Management Client Management Operation and Scheduling Office administration Business Development

***PROFESSIONAL EXPERIENCE***

1. **EMIRATES SERVICES L.L.C, DUBAI, U.A.E (**Company deals with facilities management)

**Customer Coordinator (Mar 2014 to Present)**

Company deals with facilities management

* Prepares reports, quotations and contracts
* Coordinates with clients regarding schedule
* Responsible for updating invoice files and doing all record keeping
* Answer all clients general inquiries through phone calls and emails

1. **SITEL PHILIPPINES, Eastwood Libis Quezon City, Philippines**

**Customer Service Representative (Nov 2010 to Jan 2014)**

* Making flight reservations for an Australian Airline
* Assisting guests with inquiries regarding flights
* Resolving guests complaints

1. **Cyber City Teleservices Clark Freeport Zone, Angeles City Pampanga, Philippines**

**Customer Service Representative (May 2006 to April 2010)**

Responsibilities:

* Assisting customers with their general inquiries and resolve their complaints
* Assisting technicians in closing their jobs for a cable company
* Did some soft selling for an order entry account

***PROFESSIONAL SKILLS & QUALIFICATION***

* Possess 9 years of professional experience in providing quality customer service
* Possess excellent communication and interpersonal skills
* Quick learner and possess creative problem solving skills
* Ability to follow up with customers in a timely professional manner.
* Good time management and organizational skills and can complete the tasks promptly and accurately.
* Familiar with MS Office (Word, Excel, Access, Power Point) Adobe Photoshop

***SEMINARS ATTENDED:***

* Sabre Interact Training Sitel Philippines, Eastwood Libis, Quezon City, Philippines

January 2013

* Housekeeping Training St. Mary’s Angels College of Pampanga, Sta. Ana, Pampanga

February 2009

* The 9th IT Convention Aliw Theater, Star City

February 19, 2004

* Advanced Networking Systems Technology Institute, City of San Fernando, Pampanga

Summer 2004

* Macro Media Flash Systems Technology Institute, City of San Fernando, Pampanga

November 2004

* Typing Systems Technology Institute, City of San Fernando, Pampanga

2001 – 2002

* Trouble Shooting Systems Technology Institute, City of San Fernando, Pampanga

Summer 2002

***ACADEMIC PROFILE***

**Bachelor of Science in Computer Science**

STI College San Fernando Pampanga  
Graduated in the year 2005

***PERSONAL PROFILE***

Languages Known : English, Tagalog

Interests and Pastimes : Reading, Music, Movies

Born : Dec. 17, 1983

Marital Status : Single

Nationality : Filipino