**JOANE**

**JOANE.357372@2freemail.com**

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***RELEVANT QUALIFICATIONS***

* Computer Literate on Microsoft: Word, Excel, Outlook and Power Point
* Basic Computer trouble shooting
* Can undergo pressure in any workplace
* Flexible, responsible, hardworking, willing to take any job and willingness to learn and fast learner
* With working knowledge on Business Process Outsourcing, Administrative Skills(Secretarial/ Receptionists) and Logistics
* Result and detailed oriented, good analytical skills and have good organizational and planning skills

***WORK EXPERIENCE***

**RECEPTIONIST**

Arab Bank April 2017 - July 2017

* Assist in preparing and administering office accounts and records.
* Assist all administrative position as deemed necessary.
* Directly provide clerical support to the Directors, compose documents, and work with Excel, data entry, format and proof materials.
* Answering written and verbal request and inquiries for routine information, receiving telephone and personal calls and take message and provide to the appropriate employee.
* Issue visitor’s pass when required

**SALES / LOGISTICS SPECIALIST**

Alifca DMCC (AWOK.COM) January 2017 – April 2017

* Plan and track the shipment of final products according to customer requirements
* Communicate with suppliers, retailers, customers etc. to achieve profitable deals and mutual satisfaction
* Ensure premises, assets and communication ways are used effectively
* Make sure that delivery meets the client needs.

**SALES REPRESENTATIVE**

Convergys May 2015 – September 2016

* Sell retail products, goods and services to customers.
* Work with customers to find what they want, create solutions and ensure a smooth sales process.
* Work to find new salesleads, through business directories, client referrals, etc.

**SECRETARY/ ADMIN ASSISTANT/ RECEPTIONIST**

Showcase Airplane Company July 2014 - May 2015

Satellite Driving School May 2004 - July 2006

Office Administration:

* Daily routine activities of Document Control, including distribution of documents, tracking and retrieval of documents and other secretarial functions such as filing and data entry.
* Maintain and control the record system, filing of report, memo and communication letter.
* Assist in preparing and administering office accounts and records.
* Assist all administrative position as deemed necessary.
* Directly provide clerical support to the Directors, compose documents, and work with Excel, data entry, format and proof materials.
* Answering written and verbal request and inquiries for routine information, receiving telephone and personal calls and take message and provide to the appropriate employee.
* Issue visitor’s pass when required
* Type memos, correspondence, reports and other documents.

**COLLECTIONS SPECIALIST / CHAT SUPPORT**

Iqor January 2013 – July 2014

 Collections:

* Responsible for collections of outstanding accounts receivable dollars from the existing client base and all other aspects of collections, resolving customer billing problems and reducing accounts receivable delinquency.
* Making outbound collection calls in a professional manner while keeping and improving customer relations.
* Resolves client-billing problems and rescues accounts receivable delinquency, applying good customer service in a timely manner.
* Collect customer payments in accordance with payment due dates.
* Provide timely follow-up on payment arrangements.

 Chat:

* Develop strong customer relationships and will be responsible to resolve queries of the customers through e-mail and chat within the assigned TAT
* Build customer relationships as part of the sales process
* Manage and take ownership of the resolution process for all customer related issues
* Inform member of current promotions and new or updated products
* Maintain up to date knowledge and assimilates quickly to new promotional offers and programs.

**CUSTOMER SERVICE REPRESENTATIVE**

Sutherland Global Services June 2011 – January 2013

Teletech September 2010 – December 2010

* Establishes, develops and maintains business relationships with current customers and prospective customers in the assigned territory/market segment to generate new business for the organization’s products/services.
* Expedites the resolution of customer problems and complaints.
* Managing all customer’s issues and resolve all complaints effectively.
* Analyzing customer service requirements and inform of all available services and their values.
* Developing and maintaining professional relationship with colleagues and the company to provide exceptional customer care services.
* Developing and maintaining effective relationship with customers.
* Ensures that customers are very satisfied by providing excellent quality of service and doing the extra mile.

**CALL CENTER AGENT / SALES SPECIALIST**

Cyber City Teleservices December 2006 – August 2010

* Obtains client information by answering telephone calls; interviewing clients; verifying information.
* Determines eligibility by comparing client information to requirements.
* Establishes policies by entering client information; confirming pricing.
* Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.
* Updates job knowledge by studying new product descriptions; participating in educational opportunities.
* Accomplishes sales and organization mission by completing related results as needed.

***EDUCATION***

Bachelor of Science in Biology

Pampanga Agricultural College

Year 2004

***PERSONAL DETAILS***

* Date of Birth: July 17, 1985
* Nationality: Filipino
* Marital Status: Single