

**CARLO**

**CARLO.365112@2freemail.com**

**Position Desired: Coordinator / Call Centre Agent / Customer Service / Front Office**

**OBJECTIVES:** To acquire a position wherein by hard work, dedication and the ability to learn newskills will contribute success to the company I work and to gain continuous growth in my career.

**PROFESSIONAL & WORK EXPERIENCE:**

**JUGAAD**

***Coordinator / Customer Service/Marketing***

Creative Tower, Business Bay,Dubai

October 30, 2015 up to present

**Operations & Customer Service Executive**

* Monitoring the Danamart system with the delivery status
* Managing the flow of orders and making sure they are delivered on time
* Supervising the driver’s location, their status, dispatch time, arrival & job completion
* Actively tracking driver’s location and time intervals to avoid any delays
* Liaising with clients and customers of order status for updates of orders
* Generating report of the orders for the day and drivers’ record of deliveries and payments
* Handling follow up calls & inquiries from the clients’ issues to be solved immediately

**EUROPCAR**

***Rental Agent / Sales / Coordinator***

319 Road, 6th Street 354, Al Quoz Industrial Area

August 25, 2013 – August 25, 2015

**Service / Replacement Department / Airport Coordinator**

* Organizing the replacement of cars from clients that are due for service
* Making sure we deliver the car according to the promised time frame & schedule
* Making service requests to be given to workshop for service, repairs & thorough check-ups
* Update accurately the lists of cars replaced in the system & keys that were handed over

* Daily follow up w/clients of location, time & car model those due for service & replacement that were already scheduled thru phone calls & emails
* Limousine pick-up for arriving passengers making sure they get the service as booked and meeting them at the designated area on time
* Escorting the passengers departing from terminal 1&3 to be brought to DWC airport

**GO RENT-A-CAR**

***Customer Service Representative***

P.O.Box 118279

Dubai

March 7, 2011 - July 3, 2013

***Go Rent-A-Car Call Center Agent Representative***

Royal and Sun Alliance Insurance, Dubai

June 20,2012 – Jan. 30, 2013

* Taking calls by providing company claims and policies to insured customers with less abandoned calls
* Ensuring customer service and phone etiquette while resolving customer’s issues
* Providing clients with their requested cars as per their insurance efficiently & effectively
* Handles the check out of cars rented and check in, logging them in the CarPro system
* Handling the cash register and making sure it tallies in the system
* Handling corporate and insurance accounts of customers
* Tallying the fleet cars at the start and at the end of the day
* Reviewing the LPO properly as given from our corporate clients
* Prepares the daily report to be submitted to supervisors and manager

**DHOW PALACE HOTEL**

***Guest Service Agent / Front Office***

Kuwait St., Mankhool Rd

Dubai

August 29, 2008 – July 25, 2010

* Guest Service Agent and Front Office personnel checking out the records of guests
* Establish quality attention and service to customers and walk-in clients
* Seeing an overview of the schedule for future bookings so we can block the rooms in the system
* Applying intensive personal and clientele etiquette at all times regardless of what the situation calls
* Prepares weekly assistance to supervisors and co-workers for future promotions and services and forecasting availability of accommodation

* Touring customers within the hotel premises for potential and interested guests
* Multi-tasking and being flexible beyond job’s scope and limitation in extreme cases of high volume and on peak levels of accommodation

**TELEPERFORMANCE**

***Team Leader / Call Centre Agent***

Luxor Place

Cor. Magsaysay – Lacson Sts., Bacolod City

October 16, 2006 – April 15, 2008

* Inbound call center company specifically for Motorola customers and clients seeking assistance regarding their device
* Optimum customer care and satisfaction given and the best service and resolution they can get
* Troubleshooting phone’s issues and educating customers regarding the hardware & software of their phone without wasting their precious time
* Developing efficiency and effectiveness not only within the call but also after call works
* Adjustments to shifts, schedules and workload
* Walking the customer through their concerns by giving correct information that would solve their concerns and confusions
* Developing confidence through good communication skills
* Being aware and particular on quality assurance as we are being monitored remotely thru QA

**EDUCATIONAL BACKGROUND:**

**College:**

**University of St. La Salle**

Bachelor of Arts and Sciences in Interdisciplinary Studies 1996-2003

La Salle Avenue, Bacolod City