# **KRISTINE**

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| **CAREER OBJECTIVES** To serve and grow with a company in my full capacity to work in a challenging position with an opportunity to exercise skills acquired in the field of administrative works and customer related services**.** | |
| **PROFESSIONAL EXPERIENCE** | 9 Years in Customer Service and Administrative Support |
| Articulate and very efficient working with people of different background, nationalities and temperament |
| Basic Knowledge in Computer Applications ( Microsoft Office Outlook, Word and Excel and B2B Applications) |
| Awarded as Employee of the Month (June 2008) |
| **GLOBAL DIRECT TELEVISION , LLC KIPCO Group of Companies (Direct Dealer for Digital Channels and Pay TV Channels, –Obit Showtime Network , BeIN Sports / SMATVand CCTV Installation and Fiber Optic Solutions) , Dubai , U.A.E January 2007 – July 2016** | **Senior Customer Service and Administrative Support Officer** |
| •Maintains a clean and organize reception area  •Act as first point of customer contact for general inquiries regarding the products and services given by the company be it in person or by telephone  •Delivers oral and written messages to the concerned person.  •Builds and maintains business relationship with clients and business partners by providing prompt and accurate service |
| •Responsible for thorough and efficient customer service by giving satisfaction to customer’s queries regarding the products offered by the company and making them understand the distinction of each and every package |
| •Ensures delivery of excellent customer service through accurate and fast processing of client’s requirement  •Communicates and coordinates with other departments and business partner to fulfill customer’s needs |
| •Schedules customers according to the service required and passing them to scheduling department and later to the in charge service technician  •Ensures that all related documents, receipts and relevant materials are attached and given to the service technician before sending them to the client |
| •Responsible in making reminder calls for those customers whose subscription are due for renewal and introduce the current promotional scheme (if there’s any) for each and every package |
| •Handles activations of a newly installed, renewed and reinstated subscription.  •Ensures that business partners are updated of the work done and attended on day to day basis in order to meet deadlines and KPIs’. |
| •Follow up on certain issues to the concerned department to resolve the same (Billing Disputes, Address Verifications , Technical Complaints and etc) |
| •Maintains and updates customer’s contracts in the respective database  •Maintains and updates service reports database |
| •Handles data entry of receivables that should be invoiced to the concerned company on monthly and quarterly basis |
| •Adheres to the customer’s complaints and maintenance related services, giving them solutions as per the situation’s demand and report to the Manager for better dispositions |
| •Prepares quotation for renewals/reinstatement of an existing customer and so with new installation rates for a new subscriber.  •Engage with all Facility Management Call Center or personnel In charge to ensure a prompt and swift response to all service request logged.  •Monitors, reports and emails on daily basis to ensure that all service request for CCTV, SMATV and Pay TV Channels are allocated to the appropriate partners and closed out the jobs done based on the service technician’s report  •Ensures that all requirements from Facility Management partners are delivered on time with confidence and in an efficient manner  •Ensures all necessary processes and procedures are in operation and adhere to base on the company and company partner’s agreement  •Ensure that service report database is updated in a daily basis to support budget process and for references  •Provide CCTV and Pay TV service reports that contains relevant details  •Provide a range of administrative services including filing, record keeping, photocopying, opening and dealing with incoming post and distribution and other administrative support required from time to time |
| **RURAL BANK OF SANTIAGO DE LIBON**  **Libon , Albay , Philippines**  **May 2006 – November 2006** | **Secretary cum Receptionist**  •Greet walk in clients  •Ensure a well-kept and organize reception area  •Answer all incoming calls and handles inquiry promptly and efficiently at all times  •Answers, transfers and escalate calls accordingly and  transfer it to the designated person.  •Escalate received mails and distribute it accordingly  •Maintain the general filing system and keep a neat and systematic correspondence  •Maintain an adequate record of office supply  •Respond to client’s inquiry  •Assist in the planning of meetings, conferences  •Attend meetings with the General Manager and compose the official minutes.  •Answer all correspondence promptly and informs the concerned officers/person |
| **(Monthly Duties)**  •Prepare Branch Managers’ agenda with the General Manager |
| •Attend the meeting and take the minutes |
| •Prepare office memoranda  •Keep a safe and organize file with reports, labels,  bulletins and manuals for future references |
| •Collects monthly reports from the Branch Manager’s team and submitting it to the General Manager with detailed information regarding the activities during the previous month  Prepare conference room for seminars and meetings  •Calls affiliated banks, co-dealers and branch managers and confirms attendance for a certain meeting, seminars and business related gatherings  •Arrange hotel bookings and flight schedules for the General Manager if required. |
| **GLOBAL CONTENTS INTEGRATION CORPORATION Mandaluyong City , Philippines April 2004 – April 2006** | **English Instructress Associates** |
| •Introduces the fundamentals of English subject to Korean students thru online reading materials, audio voice instruction materials and projects and using English language as an official language for each session |
| •Encourage online students to engage open topics of their day to day activities using English as primary language |
| **EDUCATIONAL ATTAINMENT** | **Bachelor of Arts: Major in Political Science** Aquinas University S.Y. 2001 – 2004 |
| **PERSONAL REFERRENCES** | **Date of Birth:**  November 15, 1983 |
| **Civil Status:** Married |
| **Nationality:**  Filipino |
| **Visit Visa:**  2.06.2017 |