ROSE

ROSE.372015@2freemail.com

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| **PERSONAL PROFILE**Intensive experience in the field of customer serviceFast learner, open to new ideas, and easily adaptable to changing environmentAble to relate well with others, regardless of ethnicity or socio-economical backgroundAble to multi-task with efficiency and flexibility*At this stage of my career, I am looking forward to grow and expand my customer handling skills. Aside from handling the customer service department at my previous employment, I was also assigned tasks related to marketing.If given the chance, I would like to share with the company, the expertise that I have gained since I started my professional career.* |

**EMPLOYMENT HISTORY**

July – December, 2012 Banco de Oro, Unibank Inc.

 Office Clerk Assistant

Key Skills and Responsibilities:

* Responsible in encoding and verifying clients’ information within the bank for fulfilment by various functional units in BDO Consumer Lending Group.
* Responsible for maintaining customer and prospect database.
* In charge of assessing the financial capability of the clients, whether or not they are qualified for credit card application.

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| March 2013 – June 2017 | Honda Cars IloiloCustomer Relations  |
| Key Skills and Responsibilities: |
| * Ensures customer satisfaction by addressing their needs and concerns through close coordination to the other departments of the company.
* After Sales and Service Follow-up calls.
* Take In-Charge of the activities of Sales Dept. and Customer Relations Dept.
* Provide direct marketing and sales support to the sales dept. Manage, help generate and qualify as well as process of sales leads.
* Responsible of maintaining customer, prospect and competitor database and assessing, devising, and implementing marketing promotions.
* Advertising the products and services of the company through social media.
* Implemented a marketing strategy for Honda Cars Iloilo that directly increased quarterly sales lead by 60 percent.
* Reduced the company’s yearly activities expenses by 90 percent through partnering with various suppliers of Honda Cars Iloilo
* Provide direct calls to the customer for their insurances.
* Take In-Charge of worldwide recall of airbags in every unit.
* Provides customer satisfaction through detail-oriented service and professional communication.
* Creates workable strategies to meet objectives and work well in a dynamic environment.
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**EDUCATION AND TRAINING**

***Bachelor of Science in Marketing Management*** 2007 – 2012

Central Philippine University

Iloilo City, Philippines

***Bachelor of Science in Mass Communication*** Jun – Oct, 2005

West Visayas State University

Iloilo City, Philippines

**SEMINARS ATTENDED, CITATION**

* The first Iloilo City Business Summit
* First City School Career Summit
* H-Smart Basic IS1 and Advanced IS2 Course Training, (Honda Cars Cebu Inc. conducted by Honda Cars Philippines Inc.)
* Electronic Parts Catalog Seminar, (Honda Cars Iloilo conducted by Honda Cars Philippines Inc.)
* 14th National Customer Service Skills Training
* Interpersonal skills in service transaction, positive first impression, telephone communication, active listening skills, and clear explanation training.
* Hospitality Seminar.
* Student Trainee

ISUZU Iloilo Corporation, *November – February, 2011-2012*

(*Sales and Customer Relations Department)*

* Library Student Assistant

Central Philippine University, *June- October, 2007-2012*

*(Awarded as Most Honest of the Year, and Excellent Working Student)*

**REFERENCES**

Will be furnished upon request.