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 **MARK**

**Mark.378779@2freemail.com**

**Mobile no. C/o 0505891826**

**DOB: December 21, 1985 \* Filipino Citizen**

**CAREER OBJECTIVE**

* To obtain a position in any Industry that will enable me to use my customer service ability, strong organizational and administrative and skills. Extremely enthusiastic individual who is eager to contribute my skills and experience.

**DESIRED POSITION**

* ***Sales Coordinator/Sales Representative***
* ***Customer Service/Sales Associate/Cashiering***
* ***Administrative Officer***

**EDUCATIONAL QUALIFICATION**

* ***BACHELOR OF SCIENCE IN MARKETING) – College De San Juan De Letran***

*Manila, Philippines - March 2005*

**WORK EXPERIENCE**

***SALES REPRESENTATIVE/PROMOTER***

***ETISALAT***

***DUBAI, UAE***

***JANUARY 2017-JULY 2017***

* Demonstrating and providing information on promoted products/services
* Distributing product samples, brochures, flyers etc. to source new sales opportunities
* Identify interest and understand customer needs and requirements
* Set up booths or promotional stands and stock products
* Report on demonstration related information (interest level, questions asked, number of samples/flyers distributed etc.)

***SALES REPRESENTATIVE***

***BOSTON COOLERS***

***DUBAI, UAE***

***MARCH 2016-OCTOBER 2016***

***Duties & Responsibilities:***

* Obtains orders and establishes new accounts by planning and organizing daily work schedule
* Adjusts content of sales presentations by studying the type of sales outlet or trade factor.
* Focuses sales efforts by studying existing and potential volume of dealers.
* Submits orders by referring to price lists and product literature.
* Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.
* Monitors competition by gathering current marketplace information on pricing, products, new products, delivery schedules, merchandising techniques, etc.
* Recommends changes in products, service, and policy by evaluating results and competitive developments.
* Resolves customer complaints by investigating problems; developing solutions, preparing reports, making recommendations to management.
* Contributes to team effort by accomplishing related results as needed.
* Ensure high levels of customer satisfaction through excellent sales service
* Assist customer’s needs and information on product features
* Maintain in-stock and presentable condition assigned areas

***SALES COORDINATOR***

***NEW LIFE OVERSEAS GENERAL TRADING LLC***

***DUBAI, UAE***

***OCTOBER 2013-NOVEMBER 2015***

***Duties & Responsibilities:***

* Ensure high levels of customer satisfaction through excellent sales service
* Assess customers’ needs and provide assistance and information on product features
* Maintain in-stock and presentable condition assigned areas
* Remain knowledgeable on products offered and discuss available options
* Team up with co-workers to ensure proper customer service
* Build productive trust relationships with customers
* Responsible for incoming inquiries from the public and customer/s.
* Receive Payments by Cash or Card though POS operating system.
* Giving training for the new product
* Taking Care of the stocks by checking the availability
* Responsible for ordering/purchasing of office supplies/stationeries.

***CUSTOMER SERVICE ASSISTANT / SALES REPRESENTATIVE***

***SMART TELECOMMUNICATION***

***SM NORTH EDSA,***

***QUEZON CITY, PHILIPPINES***

***JUNE2010-FEBRUARY2013***

***Duties & Responsibilities:***

* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Opens customer accounts by recording account information.
* Maintains customer records by updating account information.
* Resolves product or service problems by clarifying the customer's complaint;
* determining the cause of the problem; selecting and explaining the best solution to solve the problem;
* Expediting correction or adjustment; following up to ensure resolution.

***SALES REPRESENTATIVE***

***BENCH APPAREL***

***SM NORTH EDSA***

***QUEZON CITY, PHILIPPINES***

***JUNE2006-MARCH 2010***

***Duties & Responsibilities:***

* Handle customer’s inquiries.
* Responsible for promoting and selling company’s products.
* Established eye contact to the customers and greet them sincerely and politely.
* Responsible for ordering and monitor the stocks availability.
* Assists and guide the customers to the products they needed.
* Explain the quality and practicality of the product available.
* Ensure customers that they are always satisfied.

***SKILLS / QUALIFICATION***

* Proficient in Microsoft Office Programs,
* Responsible &Hardworking.
* Organizational skills or management ability.
* Knowledge of clerical and administrative procedures.
* Planning, interpersonal, and time management skills.
* Initiative and ability to operate independent

***PERSONAL PROFILE***

**NAME MARK**

**DATE OF BIRTH DECEMBER 21, 1985**

**NATIONALITY FILIPINO**

**GENDER MALE**

**RELIGION ROMAN CATHOLIC**

**HEIGHT 5’6**

**LANGUAGES KNOWN ENGLISH, TAGALOG,BASIC ARABIC**