

**MELARIZ**

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**Professional Qualifications**

* Reception/ Administrative background
* Telemarketing
* Extensive background in recruitment and retention
* Experienced Customer Service in Call Center and Office set up.
* Experience in Online Accent Neutralization Training
* Program Marketing Strategies
* Advertising and Events background

**Experiences**

**Relationship Officer/ Customer Service Associate**

Innovations Group – First Abu Dhabi Bank

2301, 23rd Floor, Tiffany Towers, W Cluster,

Jumeirah Lake Towers, Dubai, UAE

April 2017 to Present

* Developing and securing new business from existing portfolio base.
* Participating in new client acquisition activities to ensure a more effective identification and cultivation of potentially high-value relationships.
* Provides a full range of financial/banking services to clients with the assistance of the appropriate specialists throughout the organization.
* Identifies and establishes opportunities for marketing efforts.

**Relationship Officer/ Customer Service Associate** Innovations Group – Dunia

2301, 23rd Floor, Tiffany Towers, W Cluster,

Jumeirah Lake Towers, Dubai, UAE

June 2014 to January 2017

* Identify potential customers through databases, cold calling, follow up leads and telephone/personal contacts etc.
* To sell Personal finance products to the specified target customers/segments and meet monthly sales targets.
* To contact potential customers and convince them about the bank’s product offerings.
* Major accountability for a Relationship Officer is to ensure that business is solicited as per the guidelines/process.
* Ensuring that the conclusions on all the business sourced on Telesales leads, should be reported to ARM/RM.
* To ensure that prospects are clearly communicated about the bank charges/terms and conditions.
* To ensure “Know Your Customer” requirements as prescribed by the bank are duly adhered to. All the legal and compliance guidelines provided by the bank are adhered to.
* Data confidentiality and secrecy norms of the bank are adhered to.
* Maintain complete and detailed knowledge of all assigned products.
* Maintain accurate and up to date activity records.
* To ensure performance as per the performance management criteria.

**Customer Service/ Receptionist- Telemarketing**

**Advertising and Events**

YAS Solution Technology

Al Ghurair Business Tower, Deira Dubai UAE

January 18, 2013 – September 30, 2013

* Lead generation.
* Takes care of reception.
* Prepares quotation and invoice.
* Prepares proposals
* Escalating calls to designated department/manager.
* Deliver prepared sales talk in order to persuade potential clients to purchase the services
* Explain products or services prices and answer questions from customers.
* Obtain customer information.
* Answer telephone calls from potential customers who have been solicited thru advertisements.

**Customer Service/Receptionist-Telemarketing**

**Timeshare Account**

Emirates Vacation Club

Financial Center, Sheikh Zayed Rd. Dubai UAE

June 27, 2011 – October 30, 2012

* Lead generation
* Schedule appointments for sales representatives to meet with prospective buyers of vacations and ask them to attend the sales presentation.
* Qualify the clients if they can possibly avail the vacation/timeshare.
* Record name, address, job and monthly income on the database.
* Answer calls from potential clients regarding timeshare inquiries.

**Quality Assurance Manager for Call Center**

GEMTECH Global Solution CALL CENTER

Bank of America/ Banco De Oro

Pallocan West Batangas City Philippines

November 7, 2007 – February 21, 2011

* Coordinates with clients.
* Qualify clients for Credit Card
* Answer client’s inquiries.
* Deliver pitch to up sell.
* Meet clients to offer credit card
* Give solutions to their product-related problems.
* Assist in Online/ATM withdrawal and deposit Instructions
* Cheque/Cash Deposit Assistance
* Personal Loan Assistance

**Customer Service Associate for Enhanced Directory Assistance**

InfoNXX CALL CENTER

RCBC Plaza Ayala Makati City Philippines

September 15, 2006 – October 15, 2007

* Responds promptly to customer inquiries through an IVR and give out the enhanced services

as per customer’s queries.

* Gives out telephone numbers, addresses and movie listings driving directions

**Receptionist/ Recruitment Specialist**

Philippine Ports Authority

Sta. Clara Batangas City Philippines

July 2004 – July 2006

* Maintain an updated roster of participant placements and potential job opportunities.
* Responsible for effective and fast recruitment processes both internally and externally.
* Work closely with assigned business’ HRMs to deliver recruitment needs.
* Follow up and coordinate with recruitment channels.
* Submit candidate’s offers and follow up on software until placing.
* Coordinate with universities, events in relation to targeted hires.

***Educational Background***

High School

Saint Bridget’s College

M.H del Pilar St. Batangas City

Philippines 4200

College

AB Psychology

University of Batangas

Hilltop, Batangas City

Philippines 4200

**Reference**

Available upon request