

**LOUMAR**

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**Career Objectives:**

To expand and contribute my expertise and skills with a nature excellence providing good quality of professional services on whatever field it will serve its good purpose.

**Qualifications:**

* Competency in implementing highest possible quality customer service.
* Ability to assist, identify, report customer needs and demand.
* Good communication skills/therapeutic communication in English and basic Arabic.
* Respond quickly to changes and progress in business and customer service environment.
* Honest, punctual and dedicated on a set up goal and policies.
* Proven eagerness to learn and accept constructive criticism.
* Efficient team worker and work well unsupervised.
* Professional and positive attitude in interacting to work as a whole.
* Good Physical Appearance.

**Work Experiences:**

**Customer Service Representative**

September 2, 2012 to June 20, 2019

* Serve customers by providing product and service information, resolving product and service problem.
* Attracts potentials customers by answering product and service questions, suggesting information about other products and services.
* Gives importance to the customer needs by attending their requirement, offer suggestions and solutions and maintain friendly environment among potential and regular customers.
* Maintains customer records by updating account information analyze and recommends potential products or services to management for a better service.
* Contributes to team effort by accomplishing related results as needed.
* Resolves product or service problems by clarifying the customer complaints, determines its cause, selecting and explaining the best solution to solve the problem; expedites correction or adjustment and follow up to ensure resolution and update the customers.
* Provides general assistance to customers that include good customer service and support.
* Accesses the company’s internal service systems to obtain and extract order information and provide customer service management with the data for inclusion in various scheduled and special reports.
* Provides timely and accurate information to customer service support by obtaining, analyzing and verifying accuracy of order information.

**Party Organizer**

January 19, 2010 to August 20, 2012

* Consistently meet and frequently exceed customer satisfaction.
* Responsible for all around store's service from taking orders up to payments.
* Participated in team members for providing high standard of services.
* Responsible for handling transaction as coordinator.
* Maintaining helpful and respectful service for customer to come back.
* Suggestive selling.
* Handling guest inquiries, booking, needs and minor complaints.
* Do other tasks given by immediate supervise
* Good Customer Service
* Handling paper works properly.
* Calling customer to inquire if they are interested to have our service again.

**Sales Representative**

May 20, 2009 to October 28, 2009

* Serves customers by selling products; meeting customer needs.
* Recommends changes in products, service, and policy by evaluating results and competitive developments.
* Contributes to team effort by accomplishing related results as needed.
* Resolves customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management.
* Contributes to team effort by accomplishing related results as needed.
* Recommends changes in products, service, and policy by evaluating results and competitive developments.
* Focuses sales efforts by studying existing and potential volume of dealers.
* Maintains professional and technical knowledge by attending educational workshops;

reviewing professional publications; establishing personal networks; participating in professional societies.

* Guide customer needs.
* Good welcoming and farewell to our customer.

**Receptionist**

September 2007 up to March 2008

* Making a good first impression to the customer.
* Answer telephones route and screens calls, greet visitors, respond to inquiries from the public, and provide information about the organization.
* Good interpersonal and customer service skills.
* Being courteous, professional and helpful.
* Being an active listeners and listen patiently to the points being made.
* Receive, direct and relay telephone messages and fax messages.
* Respond to public inquiries.

**Administrative Assistant**

October 7, 2008 to April 7, 2009

* Performs administrative and office support activities for multiple supervisors.
* Fielding telephone calls, receiving and directing visitors, word processing, creating spreadsheets and presentation, filing and faxes.
* Responsible for providing administrative and clerical services in order to ensure effective and efficient operations.
* Provide office support services in order to ensure efficiency and effectiveness in the office.
* Scheduling and coordinating meetings, interview, events and other similar activities.
* Preparing meeting minutes, meeting notes and internal support materials.
* Sending and receiving forms for the company.
* Sending faxes and managing important files.

**Skills and Characteristics**

* Has excellent written and oral communication in English.
* Has good moral character, diligent to work, well-motivated, responsible and trustworthy.
* Organized and able to work under pressure.
* Time management skills.
* Stress management skills.
* Aims towards ensuring excellent customer satisfaction with minimum lapses.
* Effective verbal and listening communications skills.

**Educational Background**

**College School**

**Course**

**Filipino Institute course**

: BIT-International College School

: Associate of Hotel Restaurant Management

**:** Airlines Reservation and Ticketing Office

**Personal Data**

**Birth Date Birth Place Height Weight Language Religion Nationality**

: July 02 1986

: Manila

: 5’4”

: 50 kilos

: English, Filipino

: Roman Catholic

: Filipino