**EDWARD**

Email [Address:](mailto:ewaybalbuena1977@gmail.com) [Edward-395770@gulfjobseeker.com](mailto:Edward-395770@gulfjobseeker.com)

Objective: To be in an organization that offers exemplary performance to its stakeholders and share valuable contributions by ensuring quality service.

# EMPLOYMENT HISTORY

August 2019 – Up to Present - **Company in Dubai**

Customer Service Representative/inbound/Outbound

* Contact potential or existing customers to inform them about a product or services using the scripts.
* Answer questions about products or the company.
* Ask questions to understand customer requirements and close sales.
* Direct prospects to the field sales team when needed.
* Enter and update customer information in the database.
* Take and process orders in an accurate manner.
* Handle grievances to preserve the company’s reputation.
* Go the extra mile to meet sales quota and facilitate future sales.
* Keep records of calls and sales and note useful information.

Jan 2015 – Sept 2018 - **Small Business Owner**

Provided quality, healthy meals and snacks to customers in a professional manner. Customers are primarily students of nearby schools and staffs of the nearby government offices

July 2012 – Nov. 2014 - **Global Solutions**

Customer Service Representative/Outbound account

May 2009 – April 2012 - **Rainmaker Asia**

Customer Service Representative/Outbound Account

* Take information from supervisors regarding cold/ warm calling techniques.
* Call potential customers by following calling list provided by supervisors.
* Greet customers as they pick up the phone and introduce self and the company.
* Provide information regarding the service or product in question.
* Answer any question that any potential customer ask to the best of ability.
* Make sure that the potential customer is not interrupted during conversation or questions.
* Take information from potential customers regarding specific product or service needs.
* Jot down all information on a piece of paper or directly on to the company data base.
* Ask potential customers of a particular time when they will be available for a visit.
* Set appointments with potential customers at their convenience.
* Express gratitude to potential customers for their time.
* Ensure that sales force member follow up with potential customer.
* Document all calls made to potential customers.

Feb. 2006 to Feb. 2008 - **Factory Worker**

In Taiwan ROC

* Perform unskilled production work.
* Sorts and packs tiles lightweight materials.
* Counts quantities packed in cartoons.
* Do the quality control of all finished products and prepare reports on the status.
* Works on shift, operate forklift after packing the lightweight tiles.
* Palletizing and shrink-wrapping of the finished product.

April 2003 to Dec. 2006 - **Computer Operator**

Department of Environment and Natural Resources Quezon City, Philippines

* Receive record and release incoming and outgoing documents.
* Act as a liaison officer to other institutions to update/follow-up records.
* Perform other duties that maybe assigned from time to time

Jan 2000 to Feb. 2003 - **Sales Agent**

Sky Cable, Ortigas, Phillipines

* Maintain assigned accounts while developing new accounts.
* Process all correspondences and paper works relative to accounts.
* Locate and contact potential clients’ products, needs, problems and practices in order to counter offer existing services.
* Provide assistance to current customers.

Nov., 1998 to Dec., 1999 - **Waiter**

Heritage Hotel, Pasay City

* Escort customers or guest to their tables.
* Take order of the guests
* Serve beverages to patrons.
* Serve specialty dishes at tables as required.
* Check with the customer to ensure that they are enjoying their meals and take action to correct any problems.
* Remove dishes and glasses from tables or counters and take them to kitchen for cleaning.
* Check suppliers’ services in reference to stocks of coffee, food, tableware and linens

# EDUCATIONAL ATTAINMENT:

## Tertiary

2013-2014 **St. Augustine School of Nursing** Caregiver(Graduate), NC II Mandaluyong, Philippines

1993-1995 **Saint Jude College**

Radiologic Technician (undergraduate)Manila, Philippines

1995 to 1998 **Arellano University**

Bachelor of Science Major in Computer Science.(4th year college undergraduate) Manila, Philippines

## Secondary

1989 to 1993 **Eastern Mindoro Institute of Technology and Sciences (EMITS)**

Oriental Mindoro, Philippines

## Elementary

1983 – 1989 **Juan Morente Sr. Memorial Pilot School**

Oriental Mindoro, Philippines

# TRAINING AND SEMINARS ATTENDED

* Escort customers or guest to their tables.
* Outreach Program with the theme *“Fostering Social,Intellectual,CreativeAnd Emotional Development Of Children*”,NayonNg Kabataan,ADSWD Institution,Mandaluyong City, October 26, 2013
* Bayanihan Express Repacking of Relief goods for Yolanda Victims, Camp General Emilio Aguinaldo Quezon City, November 14 - 15, 2013
* Outreach Program with the theme “*Fostering Social,Intellectual,CreativeAnd Emotional Development Of Children”,*AlayPag-Asa Christian Foundation Inc, January 25,2014
* Philippine National Red Cross ( Basic Life Support ) May 6 – 8, 2014
* Philippine National Red Cross ( First Aid Training ) May 9 – 12, 2014
* TAHANAN NI MARIA ( BirhenngPilipinas;ReynangBahaghari )

BUKANG LIWAYWAY SA DAPITHAPON HOME FOR THE AGED,INC.

Brgy.Lantic, Carmona Cavite, Philippines May 14 – 16, 2014

# PERSONAL INFORMATION

Place of Birth : Philippines Nationality : Filipino

Sex : Male

Status : Single

Height : 5’8

Weight : 65kgs.

I attest to the truth and correctness of the above information and I give my consent to have this statement check in connection to my application.

**EDWARD**