Roma



Qualifications



Customer Service / Call Center Representative with over 5 years experience in office / customer support. Strong time management and multi tasking skills, driven and self motivated, able to exercise independent judgement based on a assessment of customer needs, strong organizational skills, telephone inquiries specialist, active listening skills and a quick learner. Efficient - adept at handling various calls on a daily basis while consistently resolving issues in a rapid manner.

Skills



Outstanding communication skills



Excellent in english speaking and writing.



Strong Organizational skills.



Close attention to details.



Work experience



L.L.C. - Dubai, UAE. January 2006 — July 2009

Marketing Specialist / Telemarketer

Call prospective clients from different companies in order to persuade potential clients.



Obtain names and telephone numbers of potential customers from sources such as telephone directories, brochures and list purchased from other organizations.



Record names, addresses and reactions of prospects contacted.



Schedule meetings with clients to coordinate with our sales representative.



Develop effective relationship with sales representative through clear communication.



TRG - Pasig City, Philippines. June 2004 — September 2006

Call Center Agent

Made reasonable procedure exceptions to accommodate unusual customer requests.



Addressed the customer service inquiries in a timely and accurate fashion maintained up to date records at all times.



Demonstrated mastery of customer service call script within specified timeframes.



Convergys - Pasig City, Philippines. April 2003 — May 2004

Call Center Representative

Handle 50+ customer interactions per day, giving detailed, personalized, friendly and polite services to ensure



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**YouTube Video CV**

<https://www.youtube.com/channel/UCdsv_v9Czkx2Dc8bW4Bt4wA>

**View My CV on Gulfjobseeker.com CV Database**

<http://www.gulfjobseeker.com/employer/cv_database_highlighted_cv_freetocontact.php>

**Chat with me Live on Zoom**

<https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>

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customer retention and satisfaction.

Memorized all company products and services to be able to answer customer questions quickly and efficiently and make upsells.



Collate source data such as customer names, addresses, phone numbers, credit card information and enter data into various customer service software.



Able to give an efficient and effective solution to the customers regarding to their questions and inquiries.



Education



Information Technology June 1999 — March 2003

Dela Salle University - Philippines.

Bachelor of Information Technology

Nationality



Filipina

References



References available upon request.

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