



RONALYN AVISADO RAGOS

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Objective:

Seeking a challenging job in an esteemed organization where I can use all my academic and professional abilities and experiences in attaining company's goal and objectives.

Personal Background

Skills : Excellent English Communication skills (written & verbal), Customer Service / Telemarketing Skills / Time Management / Organize / Computer Advance skills / Flexible

Civil Status : Married

Nationality : Filipino

UAE Visa Status : Residence (Spouse) Visa

Career Background

Sales Associate

LBC Express, Inc., December 2022-January 2024

- Accept shipments from customers following LBC's standards and acceptance rules.
- Safe keep all acceptances for the day and must see to it that they are forwarded/ turned over during cut off time.
- Do daily sales and money deposit of all customers.
- Handling all the internal papers with a strict policy of easy access of other admins
- Avoiding the delays and making all soft copy to hard copy as documented work
- Updated and Relevant Worker in terms of doing report.

Dubai Expo 2020 Customer Service Associate

EFS Services Group, August 2021 – March 2022

- Provide exceptional customer service to different nationalities
- Customer engagement and management of resolution and escalation issues.
- Safety Compliance audit and Emergency Incident Procedure Audit

(Retail) Brand Specialist

Panasonic (Master Marketing) 2019 – 2021, UAE

Philips Electronics Middle East and Africa, BV (Channels Business Solutions), 2013 - 2019

- Sales Target Achievement across product categories
- Strong knowledge on Home Appliances and Personal Care Products (Electronics)
- Work as *Product Ambassador* for Philips, Panasonic, for White lines (MDA), Brown lines (SDA), and Consumer Electronics,
- Merchandise for Carrefour Deira and Mirdiff, City Centre, Emax Dubai Mall and Oasis Centre, Sharaf DG.

TeleSales Agent (Customer Service Representative – Outbound Call Center Agent),

Gateway Visa Solution, Dubai UAE, August 2010 – September 2012

- provide excellent customer service for outbound calls
- execute call script for excellent customer experience
- Order Management and Sales Achievement

Customer Sales Associate, July 2008- December 2009

Royal Sporting House Middle East, LLC

- Retail store management including but not limited to Cashier POS management, visual merchandising, price update, sales achievement, stock inventory management and customer service
- prepares daily store report and SOP Checklist

Assistant Coordinator, February 2005 – June 2008

ACCEL Sport - Sporteum Philippines

- Helping the sales team to improve their productivity by contacting customers to arrange appointments and ensuring all Sales Representatives have high-quality, up-to-date support material.
- Handling urgent calls, emails, and messages when sales representatives are unavailable, answering customer queries, informing them of delays, arranging delivery dates, and scheduling marketing events.
- Handling orders by phone, email, or mail and checking the orders have the correct prices, discounts, and product numbers.
- Inputting orders, ensuring they are processed according to customer requirements, and ensuring all orders are accurate and delivered on time. Collaborating with other departments to ensure sales, marketing, queries, and deliveries are handled efficiently.
- Developing and maintaining filing systems so as to maintain sales records, prepare reports, and provide financial information to the finance department.

Education

International Electronics and Technical Institute, April 2010
Computer Secretarial and Computer Hardware Servicing
Manila, Philippine

