



# ANGELO BRYAN ORNALES

Birth Date: May 31, 1988  
Birthplace: Philippines  
Height: 5'8"  
Religion: Roman Catholic  
Language: Tagalog/English

**Sales Representative,**  
**Call Center Agent & Firefighter Crew**

## PROFILE

Multiskilled individual, with strong drive and passionate to work, thrive and be successful in life. A person that is trustworthy, industrious and fast learner with minor supervision required.

## CONTACT

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+971502545941

EMAIL:  
[atabsornales31@gmail.com](mailto:atabsornales31@gmail.com)

## EDUCATION

### STI San Pablo, Philippines (College)

2009 - 2011

Diploma Information Technology

### Calaca Academy

2001 - 2005

Secondary Educations

### Salong Elementary School

1999 - 2000

Secondary Educations

## WORK EXPERIENCE

### Sales Representative & Inspector (October 2019 - June 2022)

REGASCO – Philippines

- Building and maintaining positive relationships with customers
- Responding to customer inquiries and providing accurate product or service information.
- Meeting or exceeding sales targets and quotas
- Planning and implementing strategies to attract new customers and retain existing ones
- Preparing reports and providing feedback to management on sales activities and customer trends.
- Coordinating with customer service or support teams to ensure smooth delivery and after-sales service.
- Handling orders, contracts, and documentation associated with sales transaction
- Recommending adjustments to product offerings or sales approaches based on market research.

### Firefighter (July 2016 - August 2017)

South Pacific Inc.- Philippines

- Responding to fire alarms and emergency calls to extinguish fires.
- Using hoses, pumps, and other firefighting equipment to control and extinguish fires.
- Containing hazardous materials and preventing the spread of fires to other areas.
- Carrying injured or unconscious victims to safety.
- Rescuing people from heights, water bodies, or confined spaces.
- Providing first aid and emergency medical treatment to injured individuals at the scene of an incident.
- Performing CPR, administering oxygen, or using defibrillators as needed.
- Conducting fire safety inspections of buildings, ensuring compliance with fire codes and regulations.

### Laddle man & Caster Crew (November 2013 – August 2014)

Klinserv – Philippines

- Managing the ladle and caster on iron melting field
- Maintains flow of melted iron from the cast.
- Monitoring cooling beds and drying
- Ensuring the quality of melted iron and identification of sediments and slab formations.

**Call Center Agent (November 2011 – June 2012)****Tele Transform - Philippines**

- Following up with prospects to close deals and move them through the sales funnel.
- Tracking performance and adjusting sales strategies to improve success rates.
- Developing and maintaining strong relationships with both potential and existing customers.
- Listening actively to customer needs, questions, or concerns, and addressing them appropriately
- Handling objections, concerns, or questions from customers in a professional and persuasive manner.
- Addressing customer complaints or concerns during calls and escalating to appropriate departments if necessary.
- Using clear, polite, and professional language during all customer interactions
- Adhering to call center guidelines for call duration, hold times, and quality standards.

**Call Center Agent (January 2011 – September 2011)****Top Brass E – Tech Inc. – Philippines**

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