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SUMMARY

Experienced Customer Relations Specialist for years with office administration and warehouse shipping experience. Proficiency in MS Office and knowledgeable in SAP system and CRM. Highly motivated Sales Associate with extensive customer service and sales experience.

WORK EXPERIENCE

Executive Customer Service – April 12, 2022 to January 23, 2023

Classic Fine Foods UAE

- **Receiving** orders and inquiries in a high service quality level.
- Recording all the orders received via phone and email and other urgent request from VIP clients. **Processing** all the orders with utmost accuracy and clarity through SAP database system, and provided customer confirmation notifications.
- Effectively communicating with the customer on orders received, schedules, pricing, product availability, product delivery, sample requests/requirements, and order confirmations.
- **Building** customer's interest in the products offered by CFF.
- Effectively dealing with stressful situation and handling it with accuracy and proper coordination.
- Maintaining and **coordinating** with procurement for system updates, products, suppliers, pricing and promotions.

Customer Relations Specialist - (outbound agent) Sept. 29, 2019 to Dec 29, 2021

LBC Express INC. - Courier Company Cargo Services Dubai UAE

- Contact prospects and customers to offer services.

- Making Cold calls to leads and to **generate** sales.
- Create , Maintain and Update database of customers thru CRM
- Making sure Leads that are extracted from different promotional event are attended immediately for call-out and apply promotional mechanics to generate sales.
- Making sure conversion to booking will be on a high rate.
- Provide correct information rate, status and other concern with the shipment

Customer Service and Sales Representative / Call Center Agent (Directv account /AT&T) July 24, 2018 to March 20, 2019

IQOR Business Process Outsourcing Company Philippines

- **Handle requests** for payments, activations, upgrades and other services.
- Warmly welcoming all queries and uncovering all the needs of each and every calls and **providing**
 - complete resolution to their billing, minor technical issues, general inquiries, etc. about our cable
 - and wireless services.

- **Encoding** all details in the system accurately even under time pressure and intense emotional situations for us **to** attain an above expectation quality customer service. **Provide** correct information and process system based request procedures at all times.
- Since the account is mainly a sales account **we offer** ATT mobile phone plan in the end of each and every call and process the sales procedures as well in the system .
- **Maintaining** up-to-date knowledge about ATT products and services. Respond to customer queries about ATT services, equipment, promotions, roaming and billings.

SAP Data Entry Operator (Wholesale Division)- Logistics and Purchasing Department
September 28, 2011 to April 28, 2018

Choithrams Inc. Al qouz Head Office, Dubai UAE

- Creating Sales order thru SAP for Carrefour one of the largest hypermarket in dubai.
- Ensuring all branches around 16 hypermarkets and 20 plus more markets are properly supplied as per schedule daily deliveries.
- **Monitors** price changes, promotions, and stocks availability. **Coordinates** with Supervisors, Logistics, Merchandisers for daily deliveries queries and concern and other system issues.
- **Creating spot report** to managers and supervisors pertaining to issues and matters regarding stocks ,deliveries, prices, and past transactions
- Ensure all delivery schedule will be supplied by **maintaining** all sales order are forwarded

- With the logistic department according to schedule.
- **Issuing** Goods Return Voucher to respective supplied outlets for **recording** of details of return.

Truckscale Tender (Finance Staff), October 9, 2007 to August 31, 2011

Purefoods Hormel Inc. Cavite Plant, Gen. Trias Cavite

- **Implement controls** for Incoming and Outgoing deliveries; Examines supplier's/shipping documents.
- **Administers** actual weighing of incoming and outgoing deliveries.
- **Examines** Shipping, Finished Goods, Dry Raw Mat., Wet Raw Mat. And Gen. Store Warehouse documents, so that 3PL errors in documentation were controlled and minimized.
- Ensure that all documents were signed by authorized signatories.
- Collect and examines Goods Receipts documents issued by Finished Goods, Dry Raw Mats, Wet Raw Mats. And Gen. Store warehouse for incoming deliveries, compute the documents weight versus the net weight of the truck and issues EEP to avail exit.
- **Collect** and **examines** Shipping documents such as Delivery manifest, Delivery Receipt, Sales Invoice and Picklist; compute the document weight versus the net weight of the truck and issues Entry /Exit Pass to avail exit.
- Submit monthly reports for dispatch and inter-warehouse transfer of goods.

Administrative Assistant, June 21, 2006 to October 8, 2007

Robinsons Appliance, Robinsons Place – Palapala Dasmariñas, Cavite

- **Monitors** deliveries of merchandise and do inventory counting to monitor merchandise display.
- **Ensures** accuracy in the documentation and physical count of merchandise received and
 - released by the store.
- Replenishes on time the items required for display.
- Ensures that the quantity returned to vendor tallies with quantity stated on invoice and other documents.
- Keep inventory records including defective stocks, accessories, premium items, and office supplies.
 - Submits on time required documents for billing such as purchased orders and sales invoice
- **Attend** customer inquiries and complaints for immediate action and solution, to provide excellent customer service at all times.

Sales Representative, March 1, 2004 to June 15, 2006

Sharp Philippines Corporation, Alabang, Muntinlupa City
Assigned area: **Robinsons Appliance**, Dasmariñas Cavite

- Keeps customers informed about available services, supplies, prices and new products.
- Responsible for meeting established sales quota.
- **Monitors** competitive activity and trends within the territory.
- **Prepares** accurate, legible and timely reports as required by management. Recognizes that this activity is an integral part of the position's responsibility.
- Maintains a close liaison and coordinates with Sharp sales and service personnel regarding customer problems.

Sales Executive, August 5, 2003 to January 24, 2004
Federal Hardware Builder's Center, Malinta, Dasmariñas, Cavite

Retail Sales Coordinator. July 28 – December 28, 2003
Abenson – Waltermart Inc., Robinson's Imus and Lotus Mall Imus Branch

EDUCATIONAL ATTAINMENT

College **Bachelor of Science in Accountancy**
Philippine Christian University 1998 - 2002

CHARACTER REFERENCE

Marion Espina Saba – Beauty Advisor, Dubai Duty Free, CB East T3 Departure
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