



Hershey Alegre-Santiago

📍 Al Ain Abu Dhabi
☎ +971561177892
✉ official.hersheyalegre@gmail.com

Professional Summary

Detail-oriented Specialist brings expertise in clerical work and polished communication skills. Adaptable to different requirements and always ready to help team members. Energetic self-starter and team builder. Navigates high-stress situations and achieves goals on time and under budget. Self-motivated to consistently provide first-class results in line with stringent targets and deadlines. Proactive and excited to partner with like-minded individuals to achieve goals.

Skills

- Scheduling
- MS Office suite
- Competitor monitoring
- Calendar management
- Data entry
- Customer satisfaction
- Calm under pressure
- Shift work experience
- Sales and target-driven
- Data gathering
- Multitasking
- Computer literate
- Attention to detail
- Patient Advocate
- Medical Assistant
- Patient Care

Work History

09.2021 - 08.2023

Specialist

Iqor Phils. Inc

- Identified issues, analyzed information and provided solutions to problems
- Managed complaints with calm, clear communication and problem-solving
- Maximized customer engagement and satisfaction by delivering excellent customer service
- Assist 30+ customers per day, providing successful solutions in a polite manner using active listening to ensure customer retention
- Maintain strong company product and service knowledge to better assist customers with concerns, questions and general education
- Answer calls by utilizing the company's call management system and other software

12.2020 - 08.2021

Online ESL Teacher

Talk English International Inc

- Individualized instruction and tutoring to match student knowledge and skills
- Used established assessment criteria to evaluate student skills and knowledge gaps

03.2016 - 08.2020

- Tutored students in one-to-one and small group sessions to progress learning
- Trained adult learners in classes, workshops and via remote learning programs
- Address all aspects of communication through appropriate instruction that develops each student's ability to read, write, speak, and listen in the appropriate content area.

Procurement and Logistics

Hubb Stores and Services Inc

- Built strong relationships with suppliers to optimize performance and guarantee contract deliverables
- Negotiated with suppliers and implemented contracts to secure value for money and maximize resources
- Established rigorous tracking and reporting frameworks to identify challenges and achieve KPIs
- Ensured supplies, stock, materials, packages and products were processed through the delivery systems efficiently and safely
- Used excellent and effective negotiation skills to obtain best prices with clients and suppliers to maintain a cost-effective distribution life-cycle
- Kept in regular contact with delivery drives to maintain updated on order statuses and promptly communicate to customers in case of any shipment delays
- Assisted with transactional related queries from customers regarding shipments, promptly amended errors when necessary
- Coordinated warehouse activities to ensure inbound and outbound lead times were accurate and managed efficiently
- Coordinated forwarding transportation with external contractors
- Met supply requirements by strengthening inventory systems
- Directed daily operations to achieve maximum efficiency and productivity.

09.2014 - 03.2016

Sales Administrator

Tradeworx Marketing International Inc

- Provides clerical and minor technical support for the sales department of a company or major organization
- Recordkeeping responsibilities may include sales and expense reports, electronic databases and sales proposals for prospective customers
- Performing clerical duties like completing expense reports or sales proposals, and carrying out administrative tasks such as coordinating meetings and office communications
- Prepare sales invoice and monitor account receivables.

03.2013 - 05.2014

Sales Account Executive

Access Worldwide Inc

- Customer service and upselling for AT&T customers (US time)
- Troubleshoot technical concerns for TV, internet and phone
- Recorded details from customer communications on CRM
- Handled and quickly resolved customer issues regarding product sales and customer service problems
- Made high volume of sales calls per day exceeding company outbound call targets.

Education

2008

Bachelor of Science, Nursing, La Consolacion College - Manila, Mendiola, Philippines
With home country license

Languages

Filipino

Bilingual or Proficient (C2)

English

Advanced (C1)