

LUISITO IBALLA JR.



📍 Sharjah, UAE

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EDUCATION

Bachelor Science in Business

Administration-2008

Saint Joseph College, Philippines

ADDITIONAL INFORMATION

- Sex : Male
- Nationality : Filipino
- Visa Status : Employment Visa
- Languages : English, Tagalog, Arabic

SKILLS

- Computer skill
- Problem solving
- Time management ability
- Outstanding customer service
- Strong communication skills

Driving License

UAE

PROFESSIONAL SUMMARY

Have more than Ten years of experience working in sales, customer service roles, front line representative and administration experience in preparing and analyzing reporting data for management accurately and to timescales. Enjoys sharing knowledge and encouraging development of others to achieve specific team goals. Organizational skills at work.

WORK EXPERIENCE

Customer Service Representative

Eco Driving Institute - Dubai- UAE

November 2023 – Present

- Open and maintain customer accounts by recording account information
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Maintain financial accounts by processing customer adjustments
- Recommend potential products or services to management by collecting customer information and analyzing customer needs
- Contribute to team effort by accomplishing related results as needed
- Manage large amounts of incoming calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships of trust through open and interactive communication
- Provide accurate, valid, and complete information by using the right methods/tools
- Meet personal/team sales targets and call handling quotas
- Handle complaints, provide appropriate solutions and alternatives within the time limits, and follow up to ensure resolution
- Go the extra mile to engage customers
- Resolve customer complaints via phone, email, mail, or social media

Retail Sales Associate

Axiom Telecom - Sharjah- UAE *July 2016 - October 2023*

- Full in charge to assist customers in deciding which products suits their needs and build a good relationship with new and existing customers.
- Handling cash register and complete store documentations in accordance to company standards and quality
- Conducts and maintains merchandising display of new release and existing products. Highlight the sales and promotions.
- Listened to customer needs & preferences to provide accurate advice.
- Responsible in verifying complete and accurate daily delivered products in the system.
- Review weekly inventory of products and request for a new goods and delivery
- Coordinates information inquired and needed by the concerned departments of company thru means of communication, such as email, mobile and telephone calls, notes etc.
- Attends call from the customer's inquiries regarding prices, new offers and other product services.

Procyon General Trading LLC.

2013-2016

Sales Representative/ store in-charge Ras Al Khaimah

- To ensure and provide accurate details of the customer needs.
- To make sure closed all deals and transaction to achieved daily and monthly target.
- Channel all the customer complains and provides solutions to maintain customer relation.
- Doing Daily Team talk to maintain teamwork.
- Attends call from the customer's inquiries regarding prices, new offers and other product services.

Metro Gaisano Mall Sales Clerk

2011-2012

HRD Singapore PTE, LTD Office Assistant

2010 - 2011

Ace Hardware Philippines INC. Sales Utility Clerk

2009 - 2010