

MARK WINSTON E. CABALLES

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Summary:

High level career background in customer service administrator/sales officer/data entry representative that seeks an employment within your company. I consistently deliver first-rate service and foster positive relationship with customers to promote customer satisfaction and loyalty. I'm also adept at balancing multiple tasks with a friendly and courteous demeanor.

Highlights:

- Extensive Experience in Sales and Customer Service
- International Bank experience both Retail or Consumer and Business Banking
- MS Office expert and fast learner on company's work dashboards
- Dedicated Data Entry Clerk comfortable working with confidential and sensitive information.
- Highly organized with exceptional attention to detail.

PROFESSIONAL EXPERIENCE

Sales Executive

January 2023 – April 2024

ARCHANGEL TECHNOLOGIES INC. Cebu, Philippines

Responsibilities:

- Conducting sales meetings with clients, either virtually or by visits in person.
- Introducing, demonstrating and familiarizing clients with products or services.
- Taking, processing orders and negotiating sales deals with clients.
- Looking for a new business or clients and achieving set targets or sales.

Front Office/Reservation Agent

May 2020 – December 2022

CORAL POINT GARDEN RESORT/CASA PELAEZ HOTEL & EVENTS Cebu, Philippines

Responsibilities:

- Verifying guests' payment methods during check-in.
- Receiving and managing reservations made online and telephonically.
- Attend check in and checkout complete procedure and anticipate and accommodate guests needs/requests.
- Making reservations for customers based on their various requirements and allowances.
- Making a service voucher and billing statement for the guests.

Warehouse Officer

October 2018 – February 2020

BAISEN GLOBAL CORPORATION Cebu, Philippines

Responsibilities:

- Completes shipments by processing reports and loading orders.
- Enforces inventory controls by collecting stock location orders and printing requests.
- Provides quality service by following organizational standards, and report discrepancies.
- Communicate and cooperate with supervisors and co-workers.
- Follow quality service standards and comply with procedures, rules and regulations.

Customer Service Representative

February 2015 – April 2018

CONVERGYS Cebu, Philippines

Responsibilities:

- Desire to help by serving as the telephone liaison of VISA.
- Perform customer verifications.
- Communicate and coordinate with internal departments.
- Follow up on customer interactions; provide feedback on the efficiency of the customer service process.
- Serve as a Fraud Specialist Tier III for VISA.

Telephone Banker (Consumer and Business Banking)/Customer Service Representative

November 2009 – August 2013

JP MORGAN CHASE & CO. Manila, Philippines

Responsibilities:

- Desire to help by serving as the telephone liaison of Chase Retail Banking and Business Banking.
- Responsible for responding to customer inquiries relating to deposits, financial transactions, and problem resolution.
- Providing prompt and accurate answers, utilizing all available resources including bank computer software applications in a Windows environment.
- Bankers identify and offer new opportunities and solutions by evaluating customers' financial needs.
- Account management, Perform customer verifications and focusing on how our company products can better serve their financial goals. Processing customer's orders and requests and Up-selling JP Morgan Chase products and services.

Customer Service Administrator

November 2007 – November 2009

ICT MARKETING SERVICES INC. Manila, Philippines

Responsibilities:

- Respond promptly to customer inquiries handle and resolve WAMU customer complaints.
- Set up new customer accounts process orders, forms, applications and requests organize workflow to meet cx time-frames.
- Up-selling WAMU products and services, record details of actions taken prepare and distribute WAMU customer activity reports maintain customer databases manage administration.
- Keep records of customer interactions and transactions, record details of inquiries, comments and complaints.

EDUCATIONAL ATTAINMENT

Institute: Center for Industrial Technology and Enterprise, Philippines

College Degree: Computer Science/Information Technology

Year Graduated: June 2003

SEMINARS/TRAINING ATTENDED

- Product Specific Training for VISA, Sirius XM Satellite Radio, Capital One, Washington Mutual, and JP Morgan Chase & Co.
- Customer Handling Skills Training held in Blue Bldg. Felina Tower conducted by MayK.
- American Culture & Geography , Communication Skills & Customer Handling Training in JP Morgan Chase & Co., Etelecare Global Solutions, Convergys,
- Business Service Banker Training and Development Center conducted by JP Morgan Chase & Co.
- Certified Problem Resolution Banker for Chase.com JP Morgan Chase & Co.
- Way To WOW Training held in JPMorgan Chase & Co.

PERSONAL DATA:

Date of Birth: 30 March 1982

Marital Status: Single

Languages: Fluent in English

Passport: Philippines

Visa Status: Visit Visa