





# Billy Mark E. Joaquin

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## Profile Summary

Experienced professional with a strong background in sales, finance, hospitality, and administration. Adept at managing teams, improving processes, and delivering outstanding service, while consistently meeting and exceeding organizational targets. .

## Skills

- ❖ Customer service management
- ❖ Sales and marketing strategies
- ❖ Administrative support tasks
- ❖ Leadership and supervision
- ❖ Financial services management
- ❖ Conflict resolution techniques
- ❖ Inventory management systems
- ❖ Time management skills
- ❖ Effective communication

## Education

**Course:** Information Communication Technology

**School:** Adventure College of Technology and Sciences Philippines

**Year:** 2009 Graduate

## Work Experience

### Talent Support Opportunities Inc. | Philippines

❖ **Position: Sales Officer**  
**October 2024-April 2025**

- Promoted educational services, providing tailored solutions to clients and achieving sales targets.  
  
Built and maintained long-term customer relationships through effective communication and service.
- Monitored market trends to identify opportunities and recommend suitable services.

### Digido Finance Corporation | Philippines

❖ **Position: Sales Lead Specialist**  
**November 2021- February 2024**

- Supervised sales representatives, provided coaching, and ensured consistent performance.
- Implemented marketing strategies to increase product awareness and sales revenue.
- Conducted regular assessments to track progress and enhance team productivity.

### Philippines Statistics Authority | Philippines

❖ **Position: Administrative Assistant**

**October 2020 - October 2021**

- Manage administrative task, including data entry and record keeping.
- Ensured accurate documentation and compliance with organizational policies..

**Homecredit  
| Philippines**

❖ **Position: Sales  
Associate October  
2018 - October  
2020**

- Provided exceptional customer service, enhancing guest satisfaction.
- Promoted financing options to facilitate customer purchases.

❖ **Nccc Mall |  
Philippines  
Position: Sales Associate  
May 2016- August  
2018**

- Delivered excellent customer service, ensuring guest satisfaction.
- Managed customer requests and resolved concerns promptly.

**SKILLS AND ABILITIES**

- ✧ Customer service management
- ✧ Sales and Marketing strategies
- ✧ Administrative support task
- ✧ Leadership and supervision
- ✧ Time management skills
- ✧ Effective communication
- ✧ inventory management system
- ✧ Financial service management

**Language**

- ✧ Filipino
- ✧ English

**Training and Certifications**

- ✧ Branch manager training on Amms
- ✧ Branch manager Refresher course
- ✧ Customer relations and risk management training
- ✧ Branch manager basic training
- ✧ Leadership training
- ✧ IELTS passer UKVI
- ✧ Basic training course on proper handling and techniques of deboning swine.
- ✧ Good manufacturing Practices (GMP) Sanitation standards operating procedures (SSOP) and Hazard analysis critical control point (HACCP)

