**ARCEL CURA MANLUNAS**

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**OBJECTIVE :**

To be trained and share my skills and expertise in a fast- growing company, and to be part of competitive and challenging environment where I can serve and establish an enjoyable career for myself.

**WORK EXPERIENCES:**

May 22, 2017 – May 22, 2019 **Probe Group Philippines**

Philplans BGC Taguig City

**Customer Executive**

* Obtains client information by answering telephone calls; general enquiries in logistics firm.
* Process collection of the package they book for a courier.
* Assist customers for their missed receiving package provide the other options in their convenient time.
* Process investigation just in case their product haven’t deliver yet based on the service type that they book.
* Make follow up to our driver and depot based in Australia if there's no updated on the investigation we process.

June 15 , 2015, - October 30, 2015 **Sutherland Global Philippines**

Bertaphil Clark Pampanga Philippines

**Technical Consultant**

* Obtains client information by answering telephone calls; interviewing clients; verifying information.
* Guide customers having difficulty locating information or navigating through websites.
* Assist customers following up on refunds; Call customers back as follow-up.
* Maintains and improves quality results by adhering to standards and guidelines;recommending improved procedures.
* Troubleshooting the computer of the customer and remove the virus as a technical consultant in Microsoft line of business account.

May 12, 2014 - February 27, 2015 **iQor** **Inc. Philippines**

Bertaphil Clark Pampanga Philippines

**Customer Service Representative and Tech Support**

* Identify customers need s, clarify information, research every issue and provide solutions and/or alternatives and troubleshoot there mobile phones.
* Build sustainable relationships and engage customers by taking the extra mile.
* Seize opportunities to upsell products if needed to resolve the issue.
* Meet Quality Assurance requirements and other key performance metrics.

December 16, 2013 - April 4, 2014 **Sutherland Global Philippines**

Bertaphil Clark Pampanga Philippine

**Technical Support Representative**

* Answer questions about product details, and issues with account for the customers.
* Follow standard processes and procedures to resolve customers concern.
* Offer alternative solutions where appropriate with the objective of retaining customers and clients business.
* Organize ideas and communicate properly to listeners and situations.
* Stay current with system information, changes and updates.
* Accurately record processes and call transactions.
* Makes customers and their needs primary focus of one’s actions; developing and sustaining productive customer relationships.

June 2013- November 2013 **AP Joson Architect consultant**

Baliuag , Bulacan

**EXECUTIVE SECRETARY**

* Ensures that machines/equipment and all the expenses is recorded in our data base.
* Checks the cash advance and petty cash on hand before give the advance salary for the employees in construction site.
* Verifies the receipt and the orders needed in site.
* Handling the Salary discrepancies and updating in our system.

October 2010- May 2010 **M6S CCTV CAMERA AND LAPTOP CENTER**

Angeles City, Pampanga Philippines

**Store Attendant and Secretary.**

* Prepare daily sales reports of products such as, laptop, memory, Usb, cctv camera, dvr, LCD, video card..
* Sell computer products and cctv camera
* Verifies the payment before encoding to the system
* Create flyers for the marketing strategies needed to sell the products
* Prepare the sales report every day and send it to the main office through emails.
* Check and Records all the orders even outgoing products.

**TRAININGS and SEMINAR ATTENDED**:

December 12, 2016- March 10,2017 Eperformax Global Communications Management Academy

Native Speaker Training – Macapagal Avenue Pasay

July 2015 Microsoft technical products training

Sutherland Clark

December 16, 2013 – January 3, 2014 English Communication Excellent training

Sutherland Clark

January 2010- June 2010 Spa @ work Makati

Therapist Tesda short courses accredited

May 2008 Business and Industrial Seminar

UP LAKAN – bulacan

**SKILLS AND COMPETENCIES**:

Computer Literate

Ability to communicate with associates and customers.

Highly skilled in providing a timely, efficient and considerate customer service.

Demonstrated ability to respond and resolve customer’s request and concerns.

Proficient with MS word, excel, PowerPoint, and software installation.

***I hereby certify that the above information is true and correct to the best of my knowledge***

**ARCEL CURA MANLUNAS**