

MARRIFY YAMBAO - CARINO

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PERSONAL STATEMENT

A hard-working, enthusiastic, and highly-professional individual with **15 years of extensive experience** in Insurance, Sales & Marketing and Customer Service field. Determined and a great team player that enjoys a quota-driven workplace, now seeking my next career challenge where I can show my no. 1 talent – ability to **“Convince, Close the Sales and Exceed the target quota”**

SPECIAL SKILLS

Communication – Highly trained in customer service. Deals with internal and external customers with strong interpersonal skills at all levels via telephone and email, to ensure successful communication via actively listening and probing questions.

Problem Solving – Ability to multi-task, resolves in-depth queries in a methodical manner independently and with internal and external business partners to find appropriate resolutions, efficiencies, and high level of quality.

Team Player - Enjoys sharing knowledge and encouraging development of others to achieve specific team goals.

Planning and Organizing - Refined planning and organizational skills that balance work, team support and ad-hoc responsibilities in a timely and professional manner.

Systems Knowledge – Microsoft Office (Word, Excel, PowerPoint, Outlook). Experience in preparing and analyzing reporting data for management accurately and to timescales.

EDUCATION HISTORY

GRADUATE SCHOOL : **Angeles University**
Angeles, Philippines

COURSE : **Bachelor of Science Major in Computer Science**

YEAR GRADUATED : 5th of April 1997

KEY ACHIEVEMENTS

NTUC – Income (Singapore)

Best Newcomer Outbound Award – December 2011

Consistent Top Performer for Outbound Team

LICENSURE CERTIFICATION

- **Basic Concept Principles Certificate (BCP)**
- **Personal General Insurance Certificate (PGI)**
- **Health Insurance (HI)**

PROFESSIONAL EXPERIENCE

Online English Teacher

April 2017 – Present

Topica Native

Hanoi, Vietnam

- Explain new ideas and unfamiliar concepts with authority and in a clear and concise way so that students can understand. You must work to keep the students' attention
- Planning, Preparing and delivering lessons to a range of classes and age groups;
- Preparing and setting tests, examination papers and exercises;
- Marking and providing appropriate feedback on oral and written work;
- Devising, writing and producing new materials, including audio and visual resources;
- Attending and contributing to training sessions;
- Freelance teaching on a one-to-one basis;

Account Manager/ HR Assistant

July 2017 – Present

Kaloca Inc.

68 Nguyen Hue , District 1, Saigon

- Manage large amounts of inbound and outbound calls in a timely manner
- Follow communication “scripts” when handling different topics
- Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives
- Seize opportunities to upsell products when they arise
- Build sustainable relationships and engage customers by taking the extra mile
- Keep records of all conversations in our call centre database in a comprehensible way
- Frequently attend training seminars to improve knowledge and performance level
- Meet personal/team qualitative and quantitative targets

Sales & Marketing Manager

Apr 12, 2017 – May 2017

Asian Trust Translation

13 Blk Hoang Quoc Viet, Phu Thuan Ward, District 7

Ho chi minh, Vietnam

- Managing all marketing for the company and activities within the marketing department.

- Developing the marketing strategy for the company in line with company objectives.
- Co-ordinating marketing campaigns with sales activities.
- Overseeing the company's marketing budget.
- Creation and publication of all marketing material in line with marketing plans.
- Planning and implementing promotional campaigns.
- Manage and improve lead generation campaigns, measuring results.
- Overall responsibility for brand management and corporate identity
- Preparing online and print marketing campaigns.
- Monitor and report on effectiveness of marketing communications.
- Creating a wide range of different marketing materials.
- Working closely with design agencies and assisting with new product launches.
- Maintain effective internal communications to ensure that all relevant company functions are kept informed of marketing objectives.
- Analysing potential strategic partner relationships for company marketing.
- Responsible for developing, implementing and executing strategic **marketing** plans

Telesales Senior Executive

July 15, 2008 – February 15, 2017

NTUC Income Insurance Co-Operative Limited

2 Tampines Central 6 #07-01/02 Income Tampines Point

Singapore 529843

- Placing outbound calls to introduce Life and General Insurances like Personal Accident Plan, Home Protection Plan, Hospital Care and Private Car Insurance and others to customers and qualified prospective customers and existing policyholders.
- Promote affordable and accessible insurance to potential customers by relating the importance of insurance to them and/or responding to their queries.
- Offer customers clear and succinct advice on simple personal insurance products.
- Entrench a strong brand image of Income through solid advice and honest sales pitch recommend suitable policies to customers based on their profile, and actively identify opportunities for cross-selling.
- Follow-up on enquiries and promote direct business product activations.
- Effectively handle potential customers' inquiries on product (insurance) features, services, promotions, and premiums.
- Perform up-selling and cross-selling of products and services to existing and new customers.
- Handle customer's complaints with professionalism.
- Collect payment from the customers.
- Accountability of the cluster's target / assist with ad-hoc reports – to monitor, mentor and guide cluster member -> achieve sales target,
- Dissemination of information to cluster members – further ensure important information are received,
- Motivating cluster members – foster stronger bonds with TSE -> create a pleasant & good environment for our members.
- Share of best sales habits & practices within cluster – Reduce error rates -> attain high level of quality sales.
- Utilizing prescribed quality call handling procedures to ensure customer satisfaction consistently.

Business Sales Manager

March 2007 – June 2008

COB Technology Pte. Ltd.

06-01/02 Ayer Rajah Industrial Estate

Singapore 139959

- Presentation of company profile to clients.
- Liaise with different Maintenance Managers, Engineers, Training Coordinators, and HR Managers to promote different Trainings conduct by the company.
- Acts as a Team Leader in calling companies in USA and Europe to gather contact information.
- Communicate, negotiate, and set appointment with USA, Europe, and Singapore clients.
- Ensure a high level of customer service and repeat business from existing and potential clients.
- Conducting research of different company information's in USA and Europe.
- Maintain databases of the potential clients.
- Perform and prepare all the data needed to send to clients.
- Organize, administer, implement, and achieve monthly appointments target.
- Use salesmanship techniques to maximize sales volume and achieve company targets.
- Assisting Managing Director and Vice President of the company.
- Updating and maintaining Database of the company using Microsoft Access. ☒
- Develop Company's webpage using Joomla software.
- Perform other duties assigned by the General Manager.

Customer Relations Manager

May 2005 – January 2007

Regent Seven Seas Cruise Line

USA, Canada, South America, Alaska, Asia Cruises

May 2006 Bravo Award

- Handle customer hardware/software inquiries.
- Perform trainings and computer lessons to guest.
- Responsible for the day-to-day operation of MTN Internet Café.
- Respond to customers queries related IT services.
- Responsible for daily requisitions inputted into MXP Procurement System.
- Prepare daily bar reports using Fidelio and compute bar staff commissions.
- Prepare in advance daily function sheets for every cruise.
- Checks and update all work orders inputted in Espresso, and make daily walk around for follow up.
- Perform USPH Inspection together with F&B Manager and Assistant F&B Manager.
- Record daily attendance of bar staff and prepare overtime sheets.
- Coordinates with Assistant F&B for the inventories the night before embarkation.
- Perform Bar spot checks the night before end of the cruise, if necessary perform crew bar spot check.

- Assist in Galley line for meal counts (food and preparation control).
- Undertake special projects as directed.
- Maintain and organized filing system.

Executive Secretary

Aug'03-Sep'05

Georgeson Shareholder Inc.

Manila, Philippines

- Coordinate and negotiate with clients in New York, Singapore, China, Taiwan and Hong Kong.
- Assist in the development of specifications for product enhancements and upgrades.
- Prepare correspondences and memorandum.
- Maintain and organized filing system.
- Take charge in the absence of Administrative Manager.
- Reporting to Managing Director.
- Conducting research utilizing a variety of research techniques and strategies including using **Proxy01, Avaya and Siebel.**
- Collect, organize, modify track, and communicate information flow from International offices.
- Map data flows in support of automating data processing.
- Coordinate and negotiate with clients in New York, Singapore, China, Taiwan and Hong Kong.
- Ensure accuracy and completeness of all data entered.
- Record daily attendance of employees in Excel format.

TRAININGS AND SEMINARS

- June 18 2010 Training Room at Basement 1,
**THE UNDERSTANDING OF BODILY INJURY IN A MECHANICAL WAY:
BIOMECHANICS**
- April 2009 NTUC Income Auditorium
Customer Service Alive
- Oct 2004 Far East Maritime Training Center
Ship Security Awareness
- Oct 2004 Far East Maritime Training Center
Proficiency in Survival Craft and Rescue Boat
- July 2004 MS Maritime Review & Marine Services
Crowd and Crisis Management
- June 2004 Far East Maritime Training Center
- April 2003 Ionics EMS Inc.
Logistics Way of Working
- Feb 2001 Angeles University
Software Engineering: Tools, Techniques, and Perspectives
- Sept 2000 Angeles University
Computer Graphics
- Feb 1999 Angeles University

PERSONAL PROFILE

Birthday: March 15, 1980

Marital Status: Married

Nickname: Fhie

Nationality: Filipino

Can Drive: Yes