**Grace ann ambog**

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**CAREER OVERVIEW**

Enthusiastic customer service or / telesales representative with depth knowledge of sales account management and training.

**CORE STRENGTH**

|  |  |  |  |
| --- | --- | --- | --- |
| * Active listening skills | * Sharp problem solver | * Courteous demeanor | * Energetic,work attitude |

**EDUCATION**

***Bachelor of Science, Nursing, -postgraduate***

UNCIANO COLLEGES – Antipolo,rizal philippines

**ACCOMPLISHMENTS**

|  |  |
| --- | --- |
| Customer service Researched,calmed and rapidly resolved client conflicts to prevent loss of key accounts. | Customer interface  * Greeted customer upon entrance and handle all cash and credit transacion * Assisted customer over the phone discussing appropriate payment arrangement. |

**WORK EXPERIENCE**

***ICT***

MARKETING SERVICES INC. august 2008

Customer service representative at gmac collections

Manage quality communication, customer support and product representation for each client.

Resolved account issues and gives accurate information based on systems. Assisted customer with account complaints.

***Sara lee***

DIRECT SELLING 2002-2007

Greet people in store to discuss product.

Place phone calls to customers to determine satisfaction of the products.

Contacted potential customers.

Documented notes for each customer.

Visited potential customers door to door.

**One world outsource**

Calls potential customer for auto protect insurance recent

Lay out options for the customer.

Transfer the customer to a specialist