

# Hazel Vispo

## **Marketing Team Leader - Abu Dhabi UAE and Qatar Branch**

Abu Dhabi

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Willing to relocate: Anywhere

## Work Experience

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### **Marketing Team Leader**

Abu Dhabi UAE and Qatar Branch

September 2015 to Present

Duties and Responsibilities:

- Manages and leads a team of employees.
- Communicates company goals, safety practices, and deadlines to team.
- Motivate steam members and assesses performance.
- Provides help to management, including hiring and training, and keeps management updated on team performance.
- Supports team manager and performs management duties when manager is absent or out of office.
- Communicates deadlines and sales goals to team members.
- Obtain names and telephone numbers of potential customers from sources such as telephone directories, magazine reply cards, and lists from other organizations.
- Contact businesses or private individuals by telephone in order to inquire if there is a requirement of ISO certification in there companies and introduce our services.
- Offers Certificate for ISO as well as trainings like ISO Internal Audit, ISO Lead Auditor Training and Industrial/Basic Health and Safety Trainings. We also offer other services like OSHAD Audit, Environmental Studies, Inspection and Waste Reduction Report (WRR).
- Deliver prepared sales talks, reading from scripts that describe our services, in order to persuade potential customers to purchase our service.
- Record names, email addresses, contact numbers, and feedbacks of prospects contacted.
- Telephone or write letters to respond to correspondence from customers or to follow up proposals.
- Schedule appointments with Management heads or representative of interested clients to meet with our Marketing Manager to discuss our proposal and services.
- Collect payments after signing the Contract.
- Contributes to team efforts by accomplishing related results as needed.

### **Human Resource Officer**

Trade Marketing Solutions

November 2014 to May 2015

6 Months Reliever)

Duties and Responsibilities:

- Consult with employers to identify needs and preferred qualifications.

- Interview applicants about their experience, education and skills.
- Contact references and perform background checks
- Inform applicants about job details such as benefits and conditions.
- Hire or refer qualified candidates.
- Process paperwork.
- Responsible in maintaining employee's records.
- Advise managers on policies like equal employment opportunity.
- Oversee recruitment and hiring process.
- Looking after the health, safety and welfare of all employees.
- Make sure that the staff or employees get paid correctly and on time
- Organizing seminars and training for new hires.
- Monitoring staff performance and attendance

## **Inbound Sales Representative and Assistant Team Leader**

Expert Global Solutions

April 2013 to September 2014

Position: Inbound Sales Representative and Assistant Team Leader

Duties and Responsibilities:

- Apply appropriate actions to effectively control a telephone call.
- Identify voice skills and how to enhance a good telephone presentation.
- Updating and submitting performance report of all team members.
- One on one session with team member to motivate and update the policy.
- Call listening every end of shift to ensure that due procedures and quality standards are strictly adhered to
- Creating improvement plan for the team member to improve the performance.
- Ensure that clients are kept happy and satisfied at all times by providing prompt response and solutions to their challenges at all times
- Responsible in selling and the giving best customer service experience.
- Selling cable, internet and telephone service (Time Warner Cable)
- Use an effective approach to handle special telephone tasks like call transfers, taking messages, call backs, holds, interruptions, and unintentional disconnects.
- Understand the impact of attitude in handling calls professionally
- Effectively deal with job stress, angry callers, and upset customers
- Apply the elements of building positive rapport with different types of customers over the phone.
- Apply the proper telephone etiquette to satisfy various customer situations.

## **Live Chat Support Agent**

Web Provider Dev. Inc

March 2012 to February 2013

Duties and Responsibilities:

- Provide printing services (Uprinting).
- Responsible to get incoming e-mail or live chats from customers to address a variety of customer needs.
- Responsible answering all the customer's concern and giving the best customer service experience through chat.
- Handle customer complaints, process orders, and provide information about products and services.
- Develop strong customer relationships and will be responsible to resolve queries of the customers

through e-mail and chat.

- Build customer relationships as part of the sales process.
- Manage and take ownership of the resolution process for all customer related issues
- Adhere to schedule changes based on department and/or business.
- Escalate technical tickets to the appropriate technical support parties.

## **Telemarketing Representative**

Amberbase Solutions Inc

December 2009 to January 2012

Duties and Responsibilities:

- Handled different Accounts such as Credit Card Acquisition (US Discover card) and Business to Business Accounts (local Listing Pages and Yellow Pages)
- Cold calling and asking if they are interested to get the service or product.
- Product knowledge to present products effectively and answer prospects' questions accurately.
- Understand the impact of attitude in handling calls professionally
- Effectively deal with job stress, angry callers, and upset customers
- Use the most appropriate way to communicate with different behavior types on the telephone.
- Apply the elements of building positive rapport with different types of customers over the phone.
- Apply the proper telephone etiquette to satisfy various customer situations.
- Apply appropriate actions to effectively control a telephone call.
- Confirm the prospect's contact details and take and authorize credit or debit card payments over the phone.

Seminar, Workshop and Trainings Attended:

- MBPS Cabling Corporation (On the job Training)
- Awareness Sessions on Transition of ISO Standards
- ISO 9001:2015, ISO 14001:2015 and ISO 18001:2007 Internal Audit Training
- Red Cross First Aid Training
- Red Cross Basic Life Support Training and CPR
- Basic Fire Fighting Training
- Jungle and Swimming Survival

## Education

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### **Marketing**

Polytechnic University of the Philippines - Manila

Training Center

Flight Attendant Training Program

## Additional Information

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Leadership, Highly competitive, organized, discipline, goal oriented, willing to learn and to share my experiences, welcome the challenge of solving the problems, Good Communication Skills, Ability to Work under Pressure, Decision Making, Time Management, Self-motivation,

- Adaptability