

Alvin Alonzo

Consumer Welfare Officer, HR Officer, Sales Executive

Dubai

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- Experienced HR Assistant who enjoys challenges seeking opportunity to learn and improve skills.
 - Experienced Customer Assistance Representative with strong customer service and communication.
 - Praised for hard work and for being a quick learner to different tasks assigned.
 - Dedicated and hardworking individual with strong sense of responsibility towards the giving task.
 - Providing customer needs.
 - Strong self-motivated, flexible, enthusiastic and result-oriented with active desire to explore future opportunities for bigger accomplishments.
 - Holding good academic background, personable and team player
- Willing to relocate: Anywhere

WORK EXPERIENCE

Case Management Support Officer

MC Visas - Dubai - April 2015 to Present

Responsibilities

- Collection - responsible for sending payment reminders and collection of payment to those clients who has installment payment plan with us. Ensuring that every client makes the payment on or before the agreed due date.
- Customer Service - Providing after sales customer service. Oversee the completion of all relevant visa and immigration documents and ensure that they are receive within the time limit set by the government. Ensuring that all of the information provided by the client is accurate and correct. Preparing and checking all legal documents. Maintaining strong working relationships with all clients. Responsible with the creation and submission of the application for different Migration application to Canada or Australia. Also processing visit visa application for US, UK , Canada, Italy, Germany, New Zealand , etc.

Sales Executive

Miles Connection Commercial Broker LLC - Dubai - December 2014 to April 2015

Responsibilities

- Contact customers directly by telephone to make sales by setting appointments or qualifying prospects.
- Also let customers know about new products or promotions that are relevant to their needs or preferences
- Negotiate commercial terms within set guidelines
- Converts inquiries into sales by answering inbound telephone calls
- Proactively follow up leads generated from canvassing by the Sales managers.
- Record sales and order information and report the same to our sales department
- Manage the database to a high degree of accuracy to ensure targeted marketing activity can take place to generate new business

Consumer Welfare Representative

Manila Electric Company - Pasig - March 2009 to October 2014

Responsibilities

- Receives customer complaints (phone & walk in) – Bill related: High bill, Low bill, no bill, statement of account not received, estimated bill, zero consumption, vacant w/ consumption. Disconnected w/ consumption), creates

investigation order, evaluates investigation results, notify customer thru feedback letter about the action taken, investigation results, and resolution of complaints.

Meter related: Request for meter test, Meter w/ no display, damaged meter, Fast/slow meter, stolen meter.

Refund: Receiving application for refund (cash/check), verification, processing up to releasing of refund.

VOC: Handles application that needs to undergo legal clearance pertaining to Violation of Contracts and Service Irregularities e.g. jumper, flying connection, tampered meter. Notify customer thru Demand letter regarding VOC/ISC committed, handling negotiation from customer re terms of payments to Differential billing. Creates Special Investigation Form/ Order and coordinates to Field Representative for execution of investigation to identify the person liable to the service irregularity bills.

Assisting in cash reconciliation. Consolidate all of the tellers' collection for the day that will be remitted to the bank on the same day and generates monthly reports.

HR Assistant

CDO Foodsphere Inc. - Valenzuela - February 2008 to January 2009

- Assist in day to day operations of HR functions and duties such as Recruitment, Payroll and Training
- Schedules examinations, Initial screening of potential applicants, test administration and interpretation, initial interview
- Provide clerical and admin support
- Compile and update records of newly hired and active employees
- Process documentation and prepare reports relating to personnel activities (Staffing, recruitment, training, performance evaluation)
- Provides payroll information by collecting time and attendance record
- Conduct initial orientation to newly hired employees
- Maintains quality service by following organizational standards

EDUCATION

Bachelor of Science in Psychology

Our Lady of Fatima University

2003 to 2007

Bachelor of Science in Computer Science

Our Lady of Fatima University

2002 to 2003

Divine Word Learning Center

1992 to 2002

St. Louis

1998 to 2000

SKILLS

Microsoft Office (7 years)

LINKS

https://www.linkedin.com/home?trk=nav_responsive_tab_home