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**DIAMOR BAULO**

**BENANING**



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Al Mina Road, Al Hudaiba

Dubai - UAE

Mobile: **055 376 0484**

Email:

[diamorbenaning@gmail.com](mailto:diamorbenaning@gmail.com)

Visa Status: **Tourist VISA**

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**PERSONAL DETAILS:**

Birthdate: **26/01/1997**

Marital Status: **Single**

Nationality: **Filipino**

Religion: **Islam**

Height: **5'0**

**CAREER OBJECTIVE**

*I am a young professional who is very detail-oriented and hardworking person seeking an opportunity to showcase a diverse background in business management, my practical experience, strong interpersonal skills as well as my eagerness to contribute to a quality company.*

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**PERSONAL SKILLS**

- Strong verbal and written communication skills
  - Ability to work under pressure
  - Adaptive to change
  - Teamwork
  - Time Management
  - Willingness to work overtime
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**WORK EXPERIENCE**

**Administrative Assistant**

**Company: Home Matters Consultancy**

- Feb 16, 2020 – Mar 23, 2020

**Duties and Responsibilities:**

- Greet and assist visitors
- Reception tasks
- Maintain polite and professional communication via phone and email.
- Handling office tasks such as; generating reports and presentations, setting up for meetings, and reordering supplies

**Customer Sales/Service Representative**

**Company: Concentrix**

- December 2018 – December 2019

**Duties and Responsibilities:**

- Actively seek out new sales opportunities through warm calling, networking and social media.
- Communicate opportunities and issues with sales team and project coordinators.
- Recognize and pursue opportunities to cross-sell and/or to promote value-added products and services
- Maintain accurate and complete records of all communications with customers using proprietary client-management software.
- Prepare and deliver appropriate presentations on projects and services.
- Ensure the availability of stock for sales and demonstrations.

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## **EDUCATIONAL BACKGROUND:**

Bachelor of Science in

Business Administration  
Major in Management

Mindanao State University  
Main Campus – Marawi

Philippines

June 2013 – July 2017

## **HOBBIES AND INTERESTS:**

- Music
- Reading
- Sports
- Photography
- Writing poem
- Travelling

## **EXTRA CURRICULAR ACTIVITIES**

### **ORGANIZER**

7th Young Executives Business  
Management Convention (YEBMC)

Mindanao State University Main  
Campus – Marawi

Convention Center – 2017

### **INTERNATIONAL DELEGATE**

ASEAN Youth Leadership Congress

Cagayan de Oro, Philippines

Limketkai Atrium – 2016

### **PARTICIPANT**

3rd Group Dynamics

Mindanao State University Main  
Campus – Marawi

Amphi Theatre – 2015

- Negotiate/close deals and handle complaints or objections.
- Collaborate with team members to achieve better results.
- Maintains quality service by establishing and enforcing organization standards.
- Execute the assigned action plans aimed at achieving sales and revenue targets.

## **Customer Service Representative**

***Company: TaskUs Incorporation***

- November 2017 – October 2018

### **Duties and Responsibilities:**

- Receive phone calls and chat requests from prospective and existing customers.
- Provide accurate and reliable information about the company and products and services offered.
- Assist clients with technical issues and escalate to appropriate departments when necessary.
- Overcome resistance and objections using gentle persuasion
- Assume ownership of any issues identified during client interaction all the way to resolution
- Maintain accurate and complete records of all communications with customers using proprietary client-management software.
- Maintains quality service by establishing and enforcing organization standards.

## **On-The-Job Training (OJT)**

***Department of Environment and Natural Resources***

- June 10, 2016 – July 22, 2016

### **Duties and Responsibilities:**

- Answer phone calls and redirect them when necessary.
- Manage the daily/weekly/monthly agenda and arrange new meetings and appointments
- Prepare and disseminate correspondence, memos, and forms
- Support and facilitate the completion of regular reports
- Check frequently the levels of office supplies and place appropriate orders
- File and update contact information of employees, customers, suppliers and external partners
- Document expenses and hand in reports

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## **TECHNICAL SKILLS**

- Microsoft Office Applications
  - Word, Excel, PowerPoint

\*\*\**CHARACTER REFERENCE AVAILABLE UPON REQUEST.* \*\*\*