



Name: Edex Mabalot | **Mobile** +97155 133 7105 | **Email address:** edexmabalot11@gmail.com

OBJECTIVE:

To be part of an organization or a company where I can apply my skills and make use of my experience from different areas of customer service, administration, sales and marketing. Be a valuable addition to its workforce, whilst gaining compensation commensurate to my excellent performance.

HIGHLIGHTED SKILLS:

- | | | |
|-------------------------|-----------------------------------|------------------------|
| - Business Development | - Punctuality | - Negotiation |
| - Administrative Skills | - Customer Service Skills | - Project Coordination |
| - Organizational Skills | - Proficiency in Microsoft Office | - Management Skills |
| - Telephone Skills | - Soft and Verbal Skills | - Contract Negotiation |
| - English Communication | - Leadership Skills | - Marketing Strategy |
| - Closing Skills | - Prospecting Skills | - Sales Planning |
| - Market Knowledge | - Presentation Skills | - Meeting Sales Goals |
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EMPLOYMENT PORTFOLIO:

Business Development Executive/Property Manager (1 Year - Current)

Asico Real Estate LLC | Dubai, Sharjah and Ajman UAE

Industry Real Estate

Specialization Business – Business Development & Management

- Procuring new clients through direct contact, word-of-mouth, and collaboration with the marketing department.
- Attending networking activities to research and connect with prospective clients.
- Maintaining meaningful relationships with existing clients to ensure that they are retained.

- Suggesting upgrades or added strategies and services that may be of interest to clients.
- Crafting business proposals and contracts to draw in more revenue from clients.
- Negotiating with clients to secure the most attractive prices.
- Equipping staff with the technical and social skills needed to enhance sales.
- Reviewing clients' feedback and implementing necessary changes.
- Remaining in tune with trends in consumption to ensure that our offerings remain relevant.
- Facilitating the team to increase the revenue for our current clients
- Checking the market current condition on a weekly basis to perform a new strategy on how to increase the rent % of the buildings

Business Development Coordinator (4 Years and 7 Months)

SBK Real Estate | Dubai, Sharjah and Ajman UAE

Industry Real Estate

Specialization Business – Business Development

Role Coordinator/ Secretary

- Identifies trendsetter ideas by researching industry and related events, publications, and announcements; tracking individual contributors and their accomplishments.
- Locates or proposes potential business deals by contacting potential partners; discovering and exploring opportunities.
- Screens potential business deals by analyzing market strategies, deal requirements, potential, and financials; evaluating options; resolving internal priorities; recommending equity investments.
- Develops negotiating strategies and positions by studying integration of new venture with company strategies and operations; examining risks and potentials; estimating partners' needs and goals.
- Closes new business deals by coordinating requirements; developing and negotiating contracts; integrating contract requirements with business operations.
- Protects organization's value by keeping information confidential.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Collaborating with BD team towards better execution of company's plans and BD activities
- Liaise with BD team in proposal development and be involved in tracking success ratio of such proposal
- Monitors team workflow along with BD Head and advises on improvements or corrections where needed

Team Manager / Customer Service and Sales Representative / Technical representative (7 months)

At and t | C.A.R, Philippines

Industry Call Center / IT-Enabled Services / BPO

Specialization Sales - Telesales/Telemarketing

Role Supervisor/Team Lead

Position Level Supervisor / 5 Years & Up Experienced Employee

- Provides Customer Satisfaction in each and every customer
- In control to help them in their internet service, landline and also as their cable provider.
- Performs supervisory role in the absence of the team manager by looking after performances of the agents and ensuring service quality is maintained for the entire shift.
- Train new employees when it comes to skills and product knowledge of the account.
- Handling concern of technical problems generating and reboot their connection.
- Handle complaints and queries to all types of customers while maintaining professionalism and calmness.

May 2011 – October 2015

Executive Secretary

CP Romero's Printing Press | National Capital Reg, Philippines

Printing Press | Marketing | Part Time Job

Position Level1-4 Years Experienced Employee

- Provided Support services to the customers' demands when it comes to the supplies they need.
- Scheduled appointments for clients and boss meeting.
- maintained up to date records of appointment
- overall document control and requisition of office supplies
- assisted in the care and maintenance of office equipment.

October 2011 - March 2015

3 years 5 months

Tele Sales Representative / Customer Service Representative

Sykes Asia Inc.| Expedia.com | National Capital Reg, Philippines

Industry Call Center / IT-Enabled Services / BPO

Specialization Sales - Telesales/Telemarketing

Role Others

Position Level1-4 Years Experienced Employee

- to help the needs of the customer to search the vacation trip/ hotel/ flight and car which will be more affordable and convenient
- In terms of customer care we are helping them to know and find out what will be the errors about their bank account why their cards are not accepting by our company.
- Create account for the customer's reservation
- provide assurance for the electronic ticket that they will receive through email
- provide excellent care of handling their credit card and personal information for privacy

Nov 2013 - Jan 2014

2 months

Telemarketer and customer service representative

Sykes Asia Inc. |Hotels.com| C.A.R, Philippines

IndustryCall Center / IT-Enabled Services / BPO

SpecializationCustomer Service

Role Customer Service - General

Position Level1-4 Years Experienced Employee

- We are specialist by booking and providing option that is necessary to the client their needs.
- providing options from their needs and help them decide then close the sale
- Managed accounts of the customer by providing their itinerary of the booked hotels. also in managerial task we are conducting some trainee tips helping them in every call to closed a sale and meet their targets,
- We provide steps to do tailor fitting according to client needs.

Aug 2013 - Nov 2013

3 months

Technical Customer Care Representative

Sykes Asia Inc. | Yahoo.com| National Capital Reg, Philippines

Industry Call Center / IT-Enabled Services / BPO

Specialization Technical & Helpdesk Support

RoleIT Support/Helpdesk

Position Level1-4 Years Experienced Employee

- a technical support for the customers who forget their password reset to them
- resolve technical issue of their email accounts
- help customer's to retrieve back their email from the hackers.

Education

2011

Far Eastern University

Bachelor's/College Degree in Nursing | Philippines

CGPA90.0/100

About Me

Gender

Female

Age

31

Address

Al Safa Tower, Dubai International Financial Center

Nationality

Filipino