



# ANN FLOREZ V. DECIAR

## ABOUT

Seeking a position where I can practice my skills and be an asset to the company and be able to use my expertise in exceptional customer service and management. Assuring to provide excellent and high quality performance, identifying targets and to an active supervision of all operations.

## PROFESSIONAL SKILLS

- Collaboration, Teamwork & Leadership.
- People Management & Mentoring.
- Negotiation and conflict management.
- Project management.
- Productive meeting management.

## PERSONAL SKILLS

- Creative spirit
- Reliable, Professional & Organized
- Time management
- Team player
- Fast learner
- Motivated

## TRAININGS

- Management training program under ABACA COMPANY
- BARISTA training ( Basic coffee training )
- Hotel and Management seminars in Boracay Philippines
- leadership and management courses

## PROFESSIONAL EXPERIENCE

### SENIOR CUSTOMER SERVICE EXECUTIVE

HelpFuel Services DMCC, Dubai, UAE / MAY 2017 - PRESENT

- Assisting current customers all over the world with their online account concerns.
- Identify customer questions, concerns, and overall needs.
- In-charge of processing refunds and account cancellations for customers if necessary and provide customer satisfaction.
- Follow-up with callers on complaint and/or question resolution status.
- Handles 3 channels at once (Phone, Chat, Email)
- Handles Escalations and provide assistance to Tier 1 agents
- In-charge of Training for new hires and monitors their overall progress
- Provides any training/coaching/evaluation that team members need.

### INSURANCE COORDINATOR / RECEPTIONIST

Dr. Hammam Zoghbi Medical Center, Centurion Star Tower Port Saeed/ April - May 2017

- Schedule appointments and procedures and verify insurance information.
- Perform data entry and filing to record patient and insurance data.
- Confirm insurance coverage with insurance companies by diagnostic and procedural codes.
- Book appointments and coordinate with the doctors.
- organize the doctors schedule day by day.

## CONTACT

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## SENIOR MANAGER

ABACA BAKING COMPANY, Cebu, Philippines / February 2015 - March 2017

- Manage all day-to-day operations within budgeted guidelines and to the highest standards
- Provide a two way communication and nurture an ownership environment with emphasis in motivation and teamwork
- Lead team by attracting, recruiting, training and appraising talented personnel
- Monitor and ensure fulfillment of company's specified projects and maintain regulatory board of Public Health department for better output.

## CUSTOMER SERVICE REPRESENTATIVE

SPi GLOBAL, Dumaguete, Philippines / May 2013 - January 2015

- Serves customers by selling products and meeting customer needs.
- Communicate customer and prospect product pain points to appropriate departments
- Maintain a well-developed pipeline of prospects
- Develop strong, ongoing relationships with prospects and customers
- Coordinate with other team members and departments to optimize the sales effort

## FRONT OFFICE / ADMINISTRATIVE ASSISTANT

CROWN REGENCY HOTEL & TOWERS, Cebu, Philippines / June 2013 - March 2014

- Scheduling meetings and appointments.
- Communicating with hotel staff on the status of guest rooms
- Selling guest rooms and promoting hotel services
- Handling cash payments
- Being a point of contact for a range of staff and external stakeholders.

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## EDUCATION

### BACHELOR OF SCIENCE IN HOTEL AND RESTAURANT MANAGEMENT

SAINT PAUL UNIVERSITY, Dumaguete, Philippines  
Graduated 2014