

SEGUNDINO SOBREPENA

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CAREER OBJECTIVES AND OVERVIEW:

To be a part of a competitive organization to which I can contribute and utilize my multi-tasking skills. To gain experience and develop my potential abilities and to obtain a long term position with the company to which will provide me an opportunities for my growth and professional advancement and that will lead me to be a better individual and for the company success.

WORK EXPERIENCES:

Dubizzle UAE /OLX Group
Customer Service Support Executive
June 03, 2018-March 11, 2020
Al Barsha Branch, Dubai UAE

Duties and Responsibilities:

- Communicating with customers via email, telephone, and in person and maintaining a customer database.
- Building a rapport with potential customers to improve the possibility of a sale in the future.
- Suggesting suitable vehicles based on customer needs.
- Negotiating the final price for the sale and completing the paperwork for each sale.
- Liaising with the service team to ensure sold cars are prepared to a high standard and are ready for delivery within the agreed timescale.
- Understanding the characteristics, capabilities, and features of all cars, and providing the potential customer with detailed information, including comparing different competitive models.
- Putting the car to Dubizzle Motors website under Inspected Car Division for advertisement.
- Updating Calendar on a day to day basis for appointments and presentations.
- Answering or making calls to clients to learn about and address their needs, complaints, or other issues with products or services.
- Responding efficiently and accurately to callers, explaining possible solutions, and ensuring that client's feel supported and valued.
- Engaging in active listening with callers, confirming or clarifying information and diffusing angry clients, as needed.
- Building lasting relationships with clients and other call center team members based on trust and reliability.

Gargash Enterprises L.L.C - Mercedes Benz (Showroom)
Sales Coordinator/ Receptionist - New Car Sales Department
September 2012-April 2018
Sheikh Zayed Road, Dubai, UAE

Duties and Responsibilities:

- Primarily assists the sales team to provide for daily report.
- Providing daily vehicle stock list for the sales team.
- Providing vehicle reservation list for the sales team.
- Monitoring sales team daily activity performances
- Receiving monthly sales report from the sales team.
- Provisional Booking updates for every customer booked for test drive.
- Preparing refund request memo.
- Ordering Car brochures for display.
- Provide friendly and professional Customer service.
- Handling the entire phone calls inquiries walk-in inquiries and call center leads.
- Maintain files and keep office records and other important documents.

DUBAI CREEK GOLF AND YACHT CLUB

Waiter/ Restaurant Host
January 2005 up to July 2012
Dubai UAE

Duties and Responsibilities:

- To provide an efficient and professional food and beverages services which exceed guest expectations, maximizes revenue and minimizes cost and consistently meets company's standards.
- Assist customers upon arrival to the restaurant to ensure comfortable stay while dining
- To maintain a smart and professional appearance all times, adhering to company dress standard (included name badge) and high standard of personal hygiene, having established the customer requirements, escorting them to the appropriate and available table, offering menus and taking order.
- To control the flow of customer, including fair allocation of customer over the various stations and controlling the waiting list to ensure customer are seated in the correct order clean and laid tables.
- To communicate effectively with customer, colleagues and superior to ensure a smooth and efficient service at all times, gathering and recording feedback in the daily log book at every opportunity.

PALACE OF HRH PRINCE NAIF BIN SULTAN BIN ABDULAZIZ

Private Butler
November 2002 up to April 2004
Riyadh, Kingdom of Saudi Arabia

Duties and Responsibilities:

- Prepare all the necessary dining materials and assist the Prince and Princess during their meals.
- To ensure and provide personalized service to Prince and Princess inside the Palace and other guest.
- Supervising the over-all chores and observe the cleanliness, and over-all food preparation.
- Working with all departments (housekeeping, food services, etc.) to meet their special needs requirements.

AWARDS RECEIVED:

EMPLOYEE OF THE MONTH

Dubai Creek Golf and Yacht Club
June 2010

5 YEARS AWARD

Dubai Creek Golf and Yacht Club
January 2010

REFERENCES:

Available upon request.