

ALVA G. DOMINGO

TELE MARKETING | CUSTOMER SERVICE
| MARKETING

EDUCATIONAL ATTAINMENT

BS IN PSYCHOLOGY - GRADUATED
EMILIO AGUINALDO COLLEGE | 1989 - 1994
CAREGIVING COURSE
CTK CAREGIVER TRAINING CENTER | 2008 - 2009

CAREER SUMMARY

RECEPTIONIST / CASHIER / CUSTOMER CARE

STITCH IN TIME LLC. (SEPT 2016-SEPT 2017)

- Politely answer the call and greet the customer in a timely manner.
- Handle customer's issue and provide resolution and record it in the database / system.
- Process payments keep and organize invoices properly for reference and record purposes.
- Send Email quotations and make a follow up calls to clients/ suppliers.

RECEPTIONIST / FOOD RUNNER

ROYAL ASCOTT HOTEL (AUG 2015-AUG 2016)

- Greet customer politely upon entering and leaving the restaurant premises.
- Take the order over the phone and in person, suggestive sell and sell up and confirm the order give the order slip to the food attendant.
- Acting as the point of contact between front of the house and back of the house staff.
- Ensure the guests have a highly-quality experience by serving in a timely and accurate manner.

IN / OUTBOUND SALES AGENT

CITIBANK PHILIPPINES (JAN 2009 - OCT 2011)

- Politely answer the call and greet the customer in timely manner.
- Handle customer's issue and provide resolution.
- Record it in the database / CRM.
- Providing customers with product and service information.
- Identifying and escalate priority issues if required.
- Establishing outbound customer contacts in order to promote and sell a product or service.
- Maintain contact with existing clients to make sure they are satisfied and request referrals.

CLIENT REPRESENTATIVE OFFICER

PWG VISA SERVICES, AUH (APR 2022 – PRESENT)

- Generate own leads by Tele Marketing.
- Orient and evaluate client(s) thru face to face or virtual interaction.
- Handling application, updates, CRM and customer s services.

MARKETING ASSISTANT / TELE MARKETING

MORNING STAR FACILITY SERVICES, AUH UAE
(OCT 2021 - JUN 2022)

- Provide support for sales and marketing team.
- Report to marketing managers and executives, helping to organize market research
- Compiling, distributing information, and analyzing questionnaires for marketing campaign.

SALES ADVISOR / CSR

RIPE FRESH TRADING LLC (OCT 2018 - APRIL 2021)

- Manage and run the store assigned.
- Ensuring a good customer service.
- Offering Customer's Sales and sale's target.

RELATIONSHIP OFFICER / CSR

DUNIA FINANCE LLC SHARJAH, UAE
(SEPT 2017 - AUG 2018)

- Sourcing of Clients office to office for credit cards, personal loan, business loan and auto loan.
- Data Calling (We need to increase the pipeline of the customers by doing maximum data calling from the branch and also fix the meeting with the follow up customer.)
- Bring Personal Loan (search and convert those who are looking for personal loan either they salaried or self-employed).
- Credit Card (Complementary on behalf of personal loan. We can sell individual also but only to salaried person).



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CAREER OBJECTIVE

To work in a professional and challenging environment where I can be an asset to the company. Simultaneously grow in an organization and pursue a career that utilizes my knowledge and experiences for the benefit and services of the company.

PERSONAL DETAILS

VISA STATUS:
Sponsored Visa

LANGUAGE SPOKEN:
Tagalog, English and
Basic Arabic

REFERENCE AVAILABLE UPON REQUEST