



ABOUT ME

A demonstrated, award-winning, versatile leader, with over 4 years in the various industries. Unique combination of systematic excellence and business acumen. Experience ranging from administrative, office management, customer service, telesales, and recruitment industry and business development in international level.

Previously working on the management top team of Al Futtaim Honda Reporting to the Managers and overseeing the strategic direction, operations and development of the organization.

WORK EXPERIENCE

MERCELYN MALAZA

CONTACT

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EDUCATION

Computerized Office Management
Microlink Institute of Science and Technology
2010-2012

SKILLS

Software: Advance Excel, MS. Word, Power Point, Access, Database Management, Outlook, ERP

Operating System: Windows, IOS Android

Soft Skills: Office Administration, Customer Service, Telesales, Customer Relation, Office Management,

Al Futtaim Honda Service Center

Customer Service Officer/ Telephone Operator

January 2021

- Answer customer inquiries via phone, email, and in-person and use by customers
- Reach out to customers through technology or in person, communicating to them about the company's services, and finding out about new services they want the company to offer
- Respond to customer service inquiries
- Resolve complaints through phone, email, or social media
- Greet customers in the warmest possible way and find out their problem or reason for calling
- Close out or open call records
- Regularly compile reports and submit to the management on overall customer satisfaction
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.

Telesales Representative

Sun Infosys (2020)

- Contacting the potentials or existing customer to inform them about a product or service using scripts.
- Answering questions about products or the company.
- Enter and update customer information in the database.
- Keep records of calls and sales and note useful information.
- Grow and manage a sales lead pipeline to provide ongoing phone/e-mail assistance, and/or reminders to potential customers who opt not to sign up over the phone
- Meet activity targets and key performance indicators which include outbound calls per day, follow up calls, quotes sent, sales, and connects, etc.
- Handle all prospects with courtesy and professionalism. Establish and maintain a high level of prospect satisfaction in all interactions
- Effectively balance new lead generation versus follow up efforts. Create a strong follow up plan that will allow for

PROVEN ATTRIBUTES

- **Motivated self-starter and goal orientated high achiever**
- **Patience and ability to engage customer in conversation**
- **Intellectual, logical, exhibiting flashes of creative brilliance**
- **Unrivalled organizational and time management skills**
- **Strong analytical approach and accurate eye for detail**
- **Ability to handle rejection and stress in soliciting customer**
- **Ability to build and develop client relationships**

VISA STATUS & AVAILABILITY

- **Husband Visa**
- **2 years validity**

REFERENCE

- **Available Upon Request**

greater efficiency and increased sales conversion rates

Office Assistant

Amb Manpower Services Inc.

2018-2019

- Handling incoming calls and other communications.
- Updating paperwork, maintaining documents and word processing.
- Performing general office clerk duties and errands.
- Helping organized and maintain office common areas.
- Performs additional duties when required, including drafting brochures and organizing the filing system
- update and maintain databases such as mailing lists, contact lists and client information
- perform work related errands as requested such as going to the post office and bank

Sales Coordinator

Superb Catch Inc.

2015-2016

- Handling orders by phone, email or mail and checking the orders have correct prices, discount and product numbers.
- Helping the sales team to improve their productivity by contacting customers to arrange appointments and ensuring all sales representatives have high-quality, up to date support material.
- Handling urgent calls, email, and messages when sales representative are unavailable, answering customer queries, informing them of delays, arranging delivery date, and scheduling marketing events.
- Inputting orders, ensuring they are processed according to customer requirements, and ensuring all orders are accurate and delivered on time.
- Tracking the quotas and goals of each member of the sales team

Receptionist

Guaranteed Marketing Services Inc.

2017 - 2018

- Greet clients and visitors with a positive, helpful attitude.
- Assisting clients in finding their way around the office..
- Receiving visitors at the front desk by greeting,
- Welcoming, directing and announcing them appropriately.
- Receiving and sorting daily mail.
- Contributing to the team by accomplishing tasks as needed
- Documenting and communicating various actions, irregularities, and continuing needs
- Keeping office secure by following procedures, monitoring logbooks, and issuing visitor badges
- Check visitors in and direct or escort