

# Alexis Malaca

## Sales Coordinator - B Safe Safety Security Consultancy

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+971-58-6607686

To acquire a challenging career with a solid company utilizing the opportunity to offer proven and developing skills within the company.

Willing to relocate: Anywhere

## Work Experience

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### Sales Coordinator

B Safe Safety Security Consultancy

August 2018 to Present

- Developing business strategies and marketing plans, and implementing them to achieve the goals and objectives of the company.
- Generating enquiries by calling the clients.
- Preparation of quotation, finalization of orders with customer, Receiving and reviewing of customer order.
- Providing information to Technical Department about the test activities to be carried out
- Developing new clients to increase customer base
- Follow up with client for quotation submitted
- Achievement of the targets set by the management
- Following up on customer survey/Feedbacks.
- Preparing minutes of meeting for sales meetings, and maintain all other documents applicable to sales

### Financial Advisor Customer Service Representative

Concentrix

February 2017 to July 2018

- Provide financial planning support to clients
- Support investment professionals to cultivate client relationships
- Prepare financial plans and check their accuracy
- Respond to prospective customer queries
- Maintain awareness of latest legislative changes that may affect financial planning

### Project Development Officer II

Department of Environment and Natural Resources

August 2012 to December 2016

Provides technical support to implementing agencies/local government units in: a) project development and in seeking project appraisal; b) transaction documents preparation; and c) bidding process;

- Coordinate with local government and appropriate approval bodies pertinent to PPP project development and approval;

- Monitor progress, timetable and milestones of projects for bidding;
- Prepare and submit weekly reports to concerned agencies/units/authorities on status/updates of pipeline and proposed projects;
- Conduct due diligence review as necessary to provide input to the development of projects;
- Create/update files of written reports and correspondences; and
- Perform other work that may be assigned from time to time by the Division Chief or by higher authorities

## **Human Resources Assistant**

Telus International Philippines

May 2012 to July 2012

Proactively works with teams in a call center environment, as well as, with in-person and email communications focused on HR department needs that include compliance training, onboarding, and answering questions with an HR partner.

- Conducts phone calls and professional interactions with management.
- Tracking of data and creating reports using software and MS Excel, as well as, data analysis.
- Assists in supporting Support Center departments, working with the HR Reps, Managers, and Director as needed.
- Coordinates with associates on their providing acceptable types of work authorization documents.
- Coordinates audit procedures and follow-up on outstanding compliance tasks to support compliance program initiatives.
- Monitors for legal compliance updates and brings to the attention of HR management.
- Assists in the creation of presentations, spreadsheets, and other HR reports

## **Helpdesk Assistant**

Energy Development Corporation

July 2011 to January 2012

- Provide high volume phone presence for incoming requests and queries.
- Addresses and resolves basic incidents and requests, logs all incidents and requests, and engages other service desk resources or appropriate service resources to resolve incidents that are beyond the scope of their ability or responsibility.
- Ensures the end-to-end customer experience and provides a single point-of-contact for the customer.
- Grows general knowledge of current corporate, division, and facility-specific products, increasing ability to resolve requests on first contact.
- Document all relevant information, including name, department, contact information, and nature of issue, troubleshooting steps taken, and resolution.
- Utilize knowledge base, FAQ's, teammates and all other available resources to aid in incident resolution in order to resolve customer's issues effectively and efficiently.
- Contribute to overall team effort in achievement of established SLA's.
- Consistently meet and exceed established benchmarks in performance set forth by management for all Help Desk I/Service Desk Analysts.

Skills and qualification

Hardworking, flexible and can do multi-tasking•

Computer proficiency, including Microsoft Office Suite

Strong communication, listening, and assessment skills

Can speak Tagalog and English fluently•  
Customer and People-oriented•

## Education

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### **B.S. in Psychology**

New Era University

2008 to 2011

Royale Caregiver Institute

May 2007 to November 2007

### **Psychology**

Laguna College of Business and Arts

2006 to 2007

### **Electronics and No.9 Central Ave**

New Era University

2005 to 2006

National High School

2002 to 2005

San Antonio de Padua College

2001 to 2002

Pila Elementary School

1995 to 2001