

Christine Lagutao

Marketing Executive

Abu Dhabi

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Customer Service Representative with strong knowledge in office administration with polished, professional customer service background. Proven experience providing customer support in busy call center environment. An unwavering commitment to customer service, with the ability to build productive relationship, resolve complex issue, and win customer loyalty. Strategic - relationship and partnership-building - listen attentively, solve problem creatively and use tact and diplomacy to achieve win-win outcomes.

Work Experience

Marketing Executive

Blue Sky Environmental Consultancy and Studies - Abu Dhabi

March 2018 to March 2019

UAE

Duties & Responsibilities:

- Telephone or write letters to respond to correspondence from client or to follow up initial sales contacts.
- Obtain name and telephone numbers of potential customers from sources such as telephone directories and companies website.
- Schedule appointments for technical engineer representative to meet with prospective client, follow up with the client after the appointment and communicate with technical department to know all requirements needed by the client as per the meeting.
- Deliver prepared sales talk that describes services, in order to persuade potential client to purchase service.
- Conduct client surveys in order to obtain information about potential client. Explain services and prices, and answer question from the client.
- Answer telephone calls from clients for inquiry and other related concern. Transferred calls to correct department if needed.
- Record names, addresses, purchases and reaction of prospect contacted. Providing client with quotations and proactively follow up with an outbound call.
- Perform other duties as requested by the marketing manager.

Customer Service Representative

Tech Mahindra

July 2015 to July 2017

Cebu, Philippines

Duties & Responsibilities:

- Handle customer complaints, questions and inquiries concerning billing, products, services and reports problem areas with the utmost degree of professionalism and courtesy with an aim to resolve issues of the customers within one call.

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Khalifa Street, Abu Dhabi, UAE

- Maintain records of interactions and transactions of customers detailing their inquiries, complaints and comments.
- Obtain customer information such as name, address, payment method and enter orders into the system
- Refer unresolved grievances to appropriate department.
- Trained new representative of 60 staff on call procedures
- Supervised one team of 13 staff during peak season

Front Desk Attendant/Housekeeping/F and B Attendant

Sunyi Villas - Penang, MY

September 2014 to December 2014

Malaysia

Duties & Responsibilities:

- Manage front desk task and serve as public relation representatives for the hotel.
- Processed guest payments for room charges and food and beverage charges.
- Clean and stock rooms according to established quality standard; duties include replacing used towels and linens, making beds, vacuuming room carpet, washing floor and restocking guestroom and bathroom items.
- Monitored table and visited multiple at appropriate times to handle request, deliver items and filled drinks.

Food and Beverage Attendant

Ancasa Hotel and Spa - Kuala Lumpur, MY

July 2014 to September 2014

Malaysia

Duties & Responsibilities:

- Great guest and take food orders, provides information about menu; look for opportunity to upsell products.
- Work with staff of other departments to perform job duties during special events and functions.
- Provide excellent customer service by providing courteous and quick service.

Education

Bachelor of Science in Hotel and Restaurant Management in Hotel and Restaurant Management

Mindanao State University

2010 to 2016