



# Cristian V. Marquez

Al Barsha, Dubai, UAE

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I had successfully managed administrative, sales and customer services functions for a banking company in the Philippines and obtained competent experience in Call Center operations and Food and Beverages/Hospitality industry in the UAE. Currently, seeking new opportunity to grow and further enhance my knowledge.

## QUALIFICATIONS

- **Communication**
  - Fluent in effective communication skills, both written and verbal.
- **Computer**
  - Proficient in Microsoft Office, Open Office, other applications.
  - Strong knowledge on Point on Sale application (MICROS and POSIST)
- **Interpersonal**
  - Understand company policies and can effectively ensure brand compliance.
  - Exceptional organizational skills.
  - Enthusiastic, hardworking, with capacity to learn fast.
  - A detail oriented person.
- **Leadership**
  - Effective management skills.
  - Ready to contribute strategic planning by managers.
  - Willing and able to effectively cross-train as needed.

## EMPLOYMENT

Jan 2020 – May 2020

### CUSTOMER SERVICE REPRESENTATIVE (CALL CENTER AGENT)

– Moonshot Food Services LLC, Dubai, UAE

- Open and maintain customer/third party accounts by recording account information.
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Recommend potential products or services to management by collecting customer information and analyzing customer needs.
- Contribute to team effort by accomplishing related results as needed.
- Manage large amounts of incoming calls.
- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships of trust through open and interactive communication.
- Meet personal/team sales targets and call handling quotas

Oct 2017 – Nov 2019

- Keep records of customer interactions, process customer requests and file documents.
- Follow communication procedures, guidelines and policies.
- Resolve customer complaints via phone, email, mail or social media.
- Use telephones to reach out to customers and verify request information.
- Greet customers warmly and ascertain problem or reason for calling.
- Accept, place or cancel orders thru the system.
- Utilize computer technology to handle high call volumes.

**SERVICE CREW / CASHIER** – *Tablez Food Company LLC (Galito's)*  
*Abu Dhabi, UAE*

- Present menus, seat customers and assist other waiters in serving food and drinks.
- Operate POS terminals to input customers orders, swipe credit cards, and enter cash amount received.
- Ensure high customer's satisfaction on service.
- Resolved customer complaints regarding food and service issues
- Memorize restaurants menu and receive in-depth training for proper food handling techniques, appropriate food and equipment temperatures.
- Overseeing inventory, including food and beverages, supplies and other restaurant equipment.
- Prepared reports (sales, maintenance, etc.) and fulfill administrative duties, including: completing and filing paperwork, directing a multi-line phone.

Jan 2013 – Jul 2017

**ADMIN ASSISTANT** – *BPI Family Savings Bank, Inc., Makati City, Philippines*

- Successfully planned and coordinated appointments, company events and teamwork activities.
- Developed a time saving approach for collection of billing statements and payments from suppliers / service providers.
- Designed an electronic filing system where records are systematically tracked, updated and accessed.
- Produced memos, emails, and business correspondence before, during and after meetings.
- Trained 2 interns in office task which later became full time employees.

April 2012 – Jan 2013

**SALES ASSOCIATE** – *Bank of the Philippine Island Inc., Makati City, Philippines*

- Resolved all customer inquiries and complaints without delegating to a senior manager.
- Achieved budget for 3 consecutive year, awarded as nationwide top performer and hall of fame member.
- Decreased the turn around time for processing of new and existing loan applications.
- Managed to cross sell products by focusing on clients needs and past transactions.
- Contributed ways to improve sales through creation of new promotions and marketing approached.

May 2008 – July 2010

## **DESKTOP SUPPORT / COMPUTER TECHNICIAN**

– Minds Pixel, Inc., Makati City, Philippines

- Responds to requests for technical assistance in person, via phone or email.
- Proactively resolve variety of computer issues and teach users how to utilize computers properly.
- Performs regular upgrades to ensure systems remain updated.
- Maintains confidentiality and discretion when working with passworded or sensitive materials.
- Keep records of repairs and fixes for future reference.

## **EDUCATION**

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2008 – 2012

### **BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY**

University of Luzon

2004 – 2008

### **SECONDARY EDUCATION**

Estanza National High School

## **TRAININGS AND SEMINARS**

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- High Impact Salesmanship Skills Workshop
- Handling Telephone S.A.L.E.S Workshop
- Anti-Money Laundering Act Seminar
- Business Continuity Management Program
- Conflict of Interest
- Information Security Awareness Program
- Relationship Selling Workshop
- Business Correspondence Writing
- Essential Food Safety Training Certificate – Abu Dhabi, UAE

## **PERSONAL INFO**

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<b>Date of Birth</b>	November 17, 1991
<b>Nationality</b>	Filipino
<b>Gender</b>	Male
<b>Status</b>	Single
<b>Language proficiency</b>	English
<b>Passport Number</b>	P0015133A