

Jake Casimiro Silao

Abu Dhabi, AE

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A position that I can contribute my knowledge and skills, as well as my interest, dedication, responsibility and good work ethics, combined a desire to practice my profession for the benefit of the company.

Work Experience

CUSTOMER RELATIONSHIP OFFICER

Dunia Finance LLC - Abu Dhabi, AE

February 2016 to August 2018

Duties/Responsibilities:

- Identify potential customers through databases, cold calling, follow up leads and telephone/personal contacts etc.
- To sell Personal finance products to the specified target customers/segments and meet monthly sales targets.
- To contact potential customers and convince them about the bank's product offerings.
- To ensure that prospects are clearly communicated about the bank charges/terms and conditions.
- To ensure "Know Your Customer" requirements as prescribed by the bank are duly adhered to. All the legal and compliance guidelines provided by the bank are adhered to.
- Data confidentiality and secrecy norms of the bank are adhered to.
- To ensure that code of the conduct as per the bank bank's policy are adhered to.
- To ensure that all the documents provided by the customer for completion the card applications are duly checked and forwarded to the relevant bank officers.
- Ensure full awareness of all policies related to operational risk and misselling, etc & comply by the same.
- Maximize sales referral opportunities by working with customer service colleagues.

Sales Staff

Asian Trading Company - Abu Dhabi, AE

July 2014 to May 2015

Duties/Responsibilities:

- Welcomes customers by greeting them: offering them assistance.
- Directs customers by escorting them to racks and counters; suggesting items.
- Advises customers by providing information on products.
- Helps customers make selections by building customer confidence; offering suggestions and opinions.
- Process payments by totaling purchases: processing cash, and store or other credit cards.
- Keeps clientele informed by notifying them of preferred customer sales and future merchandise of potential interest.
- Contributes to team effort by accomplishing related results as needed.

Sales Supervisor

Abenson Ventures Inc - Manila, PH
September 2012 to February 2014

Duties/Responsibilities:

- Responsible for developing relationship with potential and existing client by coordinating professional meeting, attending promotional events and providing effective administrative support ; with sales team to have timely updates on sales and sales details before after the sale and handles contract.
- Responsible for execution of sales strategies.
- Created sales analysis, sales report, sales-order status, sales agreement in-time proposals and presentations; with clients to discuss requirements
- Responsible for accurate quotations and various proforma invoices to clients processed inquiries by personal visits, email, and phone fax.
- Responsible for sales promotion.
- Contributed insights into marketing activities.
- Responsible for monitoring and promotion sales activities.

CUSTOMER SERVICE REPRESENTATIVE

Teleperformance - Manila
June 2011 to 2012

- Proficiently answer customer inquiries regarding their accounts.
- Perform cash and check balancing by ensuring all the daily and monthly cash counts are accurate.
- Review all the ATM balances
- Ensure that all customer needs are met and handle appropriately during their initial contact.
- Maintain customers' accounts (including lost/stolen checks, check cards, stop payment etc.)
- Review customers' accounts for transactions accuracy.
- Provide outstanding assistance to customers with all their banking transactions and services.

Receptionist cum Document Controller

RockGen Asia Production - Manila, PH
April 2010 to May 2011

Work Duration: June 28, 2011 - August 5, 2012

Duties/Responsibilities:

- Screening and answering telephone calls, receives incoming telephones calls, provides answers to routine inquiries and/or refers to them to other personnel.
 - Keeping all the records and data base up to date
 - Knowledge of office practices, procedure, machine and equipment.
 - In charge in all documents like records and files of the company.
 - Knowledge of the organization and maintenance of filing system related to the work.
 - Preparing and keeping a copy of all admin form for the staff (leave form, acknowledgement form etc.)
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- Maintains the copy room and equipment, and orders office supplies.

Education

Computer Science

College for Research and Technology
2008 to 2010

Bachelor of Science in Business Administration in Business Administration

Eduardo L. Joson Memorial College

2006 to 2008

Skills

Excel (Less than 1 year), Excellent communication skills (Less than 1 year), MS Excel (Less than 1 year), MS Office (Less than 1 year), MS Word (Less than 1 year)

Additional Information

SPECIAL SKILLS:

- Computer Literate, MS Office (MS Word, MS Excel and Power Point).
- Knowledge in Internet access.
- Excellent communication skills;
- Good research abilities; self-motivated
- Communicative, persuasive, result-oriented, practical and analytical;