

# Mark Bunyi

## **ADMINISTRATION EXECUTIVE / INTERNAL AUDITOR - Al Reem Island**

Abu Dhabi, AE

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055-7933032

An experienced professional that can deal with high volume of workloads with minimal supervision in a challenging environment and deliver results under time pressure. Excellent written and verbal communication skills and can confidently converse with all levels of employees and management. Exhibits a high degree of judgment and discretion in handling confidential information and situations. Has the ability to function in an interrupt-driven environment; handle multiple issues and/or responsibilities. Has an extensive background in the call center industry as a Customer Service Representative and able to deal with irate clients while maintaining a high level of customer service and professionalism.

## Work Experience

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### **ADMINISTRATION EXECUTIVE / INTERNAL AUDITOR**

Al Reem Island - Abu Dhabi, AE

September 2016 to Present

#### ADMIN

- Provides administrative support to the whole Leisure team including Fitness, Lifeguards & Events.
- Prepares Quotations & Purchase Requests in SAP
- In charge of payment follow ups and making sure that all suppliers and service providers payments are up to date
- Coordinate with different departments including Top Management to complete the assigned task
- Prepare Process Workflows of the department and make sure that everyone is following accordingly
- Maintains the department's financial reports and submits them to the Head Of Leisure on a monthly basis
- Maintains the department's filing system and make sure that all team members are utilizing the shared drive to ensure transparency of work.
- Deals and provides consultation to residents inquiring about Fitness Classes
- In charge of scheduling fitness classes for the community
- Assist in marketing fitness classes to increase profit

#### Auditor

- Assigned to conduct internal audits within the whole company twice a year to assure quality of work and that all process mentioned in the ISO Standards are being followed all the time.

- Prepare audit reports and submits them to the Lead Auditor for evaluation.

## **ADMIN ASSISTANT**

Technical Metal Industrial - Abu Dhabi, AE

June 2013 to December 2014

### **ADMIN SUPPORT**

- Provide administrative support to other team member within or outside the department. Interface with staff at all levels with a high level of professionalism and in a manner that reflects positively on the organization. Coordinate management committee meetings and related administrative needs such as preparing and circulating documents, capturing and chasing action items. Ensured all documentations (technical and none) are properly archived and readily accessible for reference. Arranging staff outings and activities and perform other related duties incidental to the work described

herein

- Prepares collection report for the whole company.
- Directly dealing with customers to ensure that all the needs are met or even exceeded.
- Handling the filing system of the whole department.
- Handling all incoming and outgoing calls.
- Handling the letter distribution for the office staffs.

## **CUSTOMER SERVICE REPRESENTATIVE**

IBM DAKSH

February 2011 to January 2013

### **Responsibilities:**

- Inbound call center agent for a credit card company based in Australia
- Gather client's information to sign up for a new credit card account
- Make sure concerns have been addressed in the first call (first call resolution)
- In charge of billing disputes and follow up on cases and complaints filed by the clients
- Process electronic payments on client's account
- Upsells additional products and services of the credit card company
- Provides extra ordinary customer service to make sure high level of customer satisfaction (CSAT)

## **Customer Service Associate**

Acquire Asia Pacific

November 2009 to January 2011

### **Responsibilities:**

- Inbound call center agent for a telecommunications company based in Australia
- Provide first call resolution
- In charge of billing and disputes
- Initiate complaint filing for clients
- Provide first level of troubleshooting for mobile and internet problems
- Exhibits high level of customer service

## **TELESALES REPRESENTATIVE**

PeoplesupportInc

October 2006 to November 2008

### **Responsibilities**

- Inbound sales for a travel account based in the United States
- In charge of flights, hotels and car reservations
- Provides high level of customer service and etiquette even for irate clients
- Responsible for outbound calling to follow up client reservations
- Provide suitable packages that suits the client's needs and budget

## Education

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### **BACHELOR OF ARTS in SPORTS SCIENCE**

De La Salle University - Manila

2003 to 2006

CALOOCAN HIGH SCHOOL - Manila

1999 to 2003

## Skills

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CUSTOMER SERVICE (5 years), Excel (Less than 1 year), ISO (2 years), RECEPTIONIST (5 years), RETAIL SALES (5 years)

## Additional Information

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### II TECHNICAL SKILLS

MS Word • MS Excel • MS Outlook • PowerPoint • Microsoft Movie Maker • excellent spelling and grammar skills

### IV OTHER SKILLS

- Knowledgeable in Recruitment
- Extensive knowledge of Customer Service
- Able to do multi-tasking
- Taekwondo Instructor for more than 7 years
- Knowledgeable & Trained on the INTEGRATED MANAGEMENT SYSTEMS (ISO 9001-2015, ISO 1400-2015 & OHSAS 18001-2017)