

EDWARD D. BALBUENA

Al Rigga Dubai UAE

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Objective: To be in an organization that offers exemplary performance to its stakeholders and share valuable contributions by ensuring quality service.

EMPLOYMENT HISTORY

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|--------------------------|---|--|
| January 2021 – June 2021 | - | Lime Concepts
(Virgin Megastore Mercato Mall Branch) |
| June 2021 – August 2021 | - | (Dubai Mall Branch)
Sales Promoter |
- Answers customer inquiries and assist them in finding the right product for their needs.
 - Constantly build product knowledge and deliver this knowledge in engaging ways.
 - Set-up attractive product displays and promotional booths.
 - Deliver presentations and demonstrations to customers and other stakeholders.
 - Engage in meaningful interactions and building good relationship with colleagues and customers.
 - Follow up with customers and provide guidance on product selection.
 - Meet daily target sales and submit sales report in a timely manner.
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|---------------------------|---|---|
| June 2020 – December 2020 | - | Perfection Cleaning and Technical Services
Customer Service Representative/inbound/Outbound |
|---------------------------|---|---|
- Contact potential or existing customers to inform them about a product or services using the scripts.
 - Answer questions about products or the company.
 - Ask questions to understand customer requirements and close sales.
 - Direct prospects to the field sales team when needed.
 - Enter and update customer information in the database.
 - Take and process orders in an accurate manner.
 - Handle grievances to preserve the company's reputation.
 - Go the extra mile to meet sales quota and facilitate future sales.
 - Keep records of calls and sales and note useful information.
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|----------------------|---|---|
| Jan 2015 – Sept 2018 | - | Carwash Co-Owner and Clerk/Philippines |
|----------------------|---|---|
- Oversee day-to-day car washing and polishing services in the establishment.
 - Supervise car wash staff, give quotes to customers, collect payments, address customer complaints and maintain carwash supplies.
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|-----------------------|---|---|
| July 2012 – Nov. 2014 | - | Elipsys Global Solutions/Philippines
Customer Service Representative/Outbound account |
|-----------------------|---|---|
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| May 2009 – April 2012 | - | Rainmaker Asia/Philippines
Customer Service Representative/Outbound Account |
|-----------------------|---|---|
- Take information from supervisors regarding cold/ warm calling techniques.
 - Call potential customers by following calling list provided by supervisors.
 - Greet customers as they pick up the phone and introduce self and the company.

- Provide information regarding the service or product in question.
- Answer any question that any potential customer ask to the best of ability.
- Make sure that the potential customer is not interrupted during conversation or questions.
- Take information from potential customers regarding specific product or service needs.
- Jot down all information on a piece of paper or directly on to the company data base.
- Ask potential customers of a particular time when they will be available for a visit.
- Set appointments with potential customers at their convenience.
- Express gratitude to potential customers for their time.
- Ensure that sales force member follow up with potential customer.
- Document all calls made to potential customers.

Feb. 2006 to Feb. 2008

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Factory Worker/Taiwan
Yu Pang Pottery, Taiwan ROC

- Perform unskilled production work.
- Sorts and packs tiles lightweight materials.
- Counts quantities packed in cartoons.
- Do the quality control of all finished products and prepare reports on the status.
- Works on shift, operate forklift after packing the lightweight tiles.
- Palletizing and shrink-wrapping of the finished product.

April 2003 to Dec. 2006

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Computer Operator/Philippines
Department of Environment and Natural Resources
Quezon City, Philippines

- Receive record and release incoming and outgoing documents.
- Act as a liaison officer to other institutions to update/follow-up records.
- Perform other duties that maybe assigned from time to time

Jan 2000 to Feb. 2003

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Sales Agent/Philippines
Sky Cable, Ortigas, Philippines

- Maintain assigned accounts while developing new accounts.
- Process all correspondences and paper works relative to accounts.
- Locate and contact potential clients' products, needs, problems and practices in order to counter offer existing services.
- Provide assistance to current customers.

Nov. 1998 to Dec. 1999

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Waiter/Philippines
Heritage Hotel, Pasay City, Philippines

- Escort customers or guest to their tables.
- Take order of the guests
- Serve beverages to patrons.
- Serve specialty dishes at tables as required.
- Check with the customer to ensure that they are enjoying their meals and take action to correct any problems.
- Remove dishes and glasses from tables or counters and take them to kitchen for cleaning.
- Check suppliers' services in reference to stocks of coffee, food, tableware and linens

EDUCATIONAL ATTAINMENT:

Tertiary

2013-2014	St. Augustine School of Nursing Caregiver (Graduate), NC II Mandaluyong, Philippines
1993-1995	Saint Jude College Radiologic Technician (undergraduate) Manila, Philippines
1995 to 1998	Arellano University Bachelor of Science Major in Computer Science. (4 th year college undergraduate) Manila, Philippines
Secondary 1989 to 1993	Eastern Mindoro Institute of Technology and Sciences (EMITS) Oriental Mindoro, Philippines
Elementary 1983 – 1989	Juan Morente Sr. Memorial Pilot School Oriental Mindoro, Philippines

PERSONAL INFORMATION

Passport No.	:	P3519581B
Emirates ID No.	:	784-1977-1639518-7
Place of Birth	:	Philippines
Nationality	:	Filipino
Sex	:	Male
Status	:	Single
Height	:	5'8
Weight	:	65kgs.

Character References

Noel Cancio
Department Manager
Virgin Megastore Mercato Mall Branch
+971505535625

I attest to the truth and correctness of the above information and I give my consent to have this statement check in connection to my application.

EDWARD D. BALBUENA