

Magnolia Gonzales Obillo

Determined | Experienced | Connected

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Al Rigga, Deira, Dubai



Personal Summary

Seeking a position that requires communication, analytical, planning, leadership skills with expertise in Telesales, marketing, management and the ability to provide an effective reception and switchboard service. Experienced in working under pressure in a quick paced fast moving environment and able to meet clients in a friendly, helpful and approachable manner. Currently looking for a suitable position with a progressive company.

Academic Qualifications

SCHOOL /UNIVERSITY	YEAR ATTENDED
University of the Philippines Los Baños	2001-2006
Degree : Bachelor of Arts in Philosophy	
SECONDARY : Pangasinan National High School Lingayen, Pangasinan	1997-2001
PRIMARY : Torres Bugallon Elementary School Bugallon, Pangasinan	1990-1997

Key Skills and Competencies

Trustworthy, lively, and energetic, committed to Sales and Customer service. Confident and poised in interactions with individuals at all levels. Detailed oriented and resourceful in completing projects; able to multi tasks effectively, capabilities include:

- Excellent knowledge in all aspects of Sales and Marketing including Customer Service.
- Strong rapport with customers, very professional and reliable person.
- Computer literate (MS Office/ E-Office, Network, E-mail, Internet)
- Effective telephone marketer
- Office management and equipment operation
- Good interpersonal and communication skills
- Enthusiastic, self-motivated and possess high energy
- Good solo and team player
- Ability to maintain high levels of accuracy under pressure
- Energetic and cheerful
- Excellent oral and written communication skills

Work Experiences

Sept 4 2019 – Present / Manager - Corporate Sales and Acquisition Javlon General trading LLC (DU channel partner)

- Handles Telesales Team, Retention Team and Outdoor Sales team.
- Responsible for the management of sales and relationships with particular customers.
- Maintains the company's existing relationships with a client or group of clients, so that they will continue using the company for business
- Provides data base to the team for prospect customer/s.
- Cascades SME communication to everyone for guidelines.
- Identifies where agents may require additional work and training
- Provides coaching and feedback to telesales personnel on a daily basis; conducts formal and informal reviews on an ongoing basis
- Conducts weekly staff meetings and oversees weekly staff agenda

April 16 2018 – January 2019 / Telesales Agent Baden / Google Account- Sheikh Zayed rd, Dubai, UAE

- Delivers prepared sales talks, reading from scripts that describe products or services in order to persuade potential customers.
- Contacts business owners by phone to solicit service on Google.
- Explains the service and answers question from potential customers.

November 2015- February 2018 | Shift Manager | Person In Charge
Al Khayyat Investments

- Managing the entire staff of the restaurant and coordinating their work on a shift basis.
- Responsible for increasing the business of the restaurant
- Analyze and plan restaurant sales and organize marketing events and promotional plans accordingly and as per store manager's approval.
- Generating detailed daily and monthly reports on business, staff, and profit.
- Inform staff of the daily and monthly budget to achieve and push them for the goal with grace under pressure.
- Coordinating and managing the entire operation of restaurant by shifts
- Provide customer support by resolving their complaints about service or food quality
- Meeting and greeting customers and organize table reservations
- Recruiting, training and motivating staff
- Maintain high standard quality hygiene, health and safety

April 2013-November 2015 | Call Center Manager
Al Khayyat Investments | Al Barsha, Dubai, UAE

- Delivers friendly, efficient customer service and creates a warm and welcoming atmosphere for all customers, with the key aim of maintaining the highest levels of discretion and service to all employees and clients.
- Manages call center day-to-day operations within budgeted guidelines and to the highest standards
- Preserve excellent levels of internal and external customer service
- Identify customers' needs and respond proactively to all of their concerns
- Lead team by attracting, recruiting, training and appraising talented personnel
- Establish targets, KPI's, schedules, policies and procedures
- Provide a two way communication and nurture an ownership environment with emphasis in motivation and teamwork
- Report on management regarding sales results and productivity.
- Accepts inbound and outbound calls to address customer complaints and issues.
- Provide leadership to a team by encouraging team spirit, setting high standards, coaching on performance, providing feedback and conducting employee evaluations.

March 2010 – November 14, 2012 | Telesales / Marketing Supervisor
Zephyr Communications Inc
(Telenav GPS Navigation)

- Lead a 10 person Telesales Team charged with supporting nationwide service
- Assists in creating internal documentation in the form of training materials, reference guides, tip sheets, etc.
- Train of Level I, II, and III Telesales Agents
- Drive the team to consistently deliver exceptional sales support and meet monthly target.
- Perform weekly reviews on KPI, measuring them against defined quality criteria

- Perform duties of the actual job along with subordinates.

January 17, 2009 –March 2010 | Telesales Support Coach
Amberbase Solutions Inc
(Telenav GPS Navigation)

- Keeping track of the sales and correspondence, ensuring they conform to the department' matrix.
 - Scrutinize daily and weekly reports to improve statistics and maintain consistency.
 - Act as the second tier of response for escalated cases
 - Update CRM for all historic interaction with companies
 - Respond to queries coming in on phone, email or the web, log all cases in our call tracking database, order parts if needed for repair resolution
 - Create knowledge base articles/presentations on a weekly basis for the field
 - Maintain field certifications and other stats
 - Works on special projects or research as related to Sales support as needed
 - Perform other related duties as required
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December 2007- January17, 2009 | TeleSales Representative / Credit Card
Epixtar Enabled Corporation

- Provide outbound calls and chats from Tier 2 reps regarding all facets of clients credit card(s), retail service and do service to sales (upselling)
- Resolve credit inquiries on new accounts and authorize sales on existing accounts.
- Handles disputes. For example, customers may not want to pay late charges incurred.
- Responsible for Lead Generation.

CHARACTER REFERENCE

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