

# Jan Peter Bartolome

## Training and Customer Service

Al Qala Tower, Hamad Bin Abdula Rd, Fujairah, UAE

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### *Training & Development | Service Desk | Sales | Customer Service Professional*

#### PROFESSIONAL SUMMARY

Results-oriented shared services trainer and sales executive with 12 years' experience driving improvement to impact bottom-line success in the IT Service Desk and Telecommunication industries. Committed to continuous improvement and impacting team success. Highly motivated, hardworking and flexible person. A natural self-starter with good interpersonal skills and enjoy meeting and dealing with other people. I have my own UAE residence VISA that is transferable and valid for 2 years.

#### CAREER HIGHLIGHTS

**Efficiency Increase:** Completed training transition of 11 projects from USA to PH in 6 months.

**Knowledge Enhancement:** Created and implemented training syllabus enabling a 10% reduction in delivery time.

**Maximizing Profits:** 3 consecutive months of 200% above sales target in B2B sales.

#### KEY SKILLS

✓ITIL Foundation Certified	✓IT Service Desk	✓Process Mapping
✓Certified English Coach	✓Inventory Management	✓Training Presentation
✓Email Management	✓B2B/Consumer Sales	

#### PROFESSIONAL EXPERIENCE

**Admin & Logistics Analyst, Remote Reps (Formerly CC Capital Group) | California, USA | October 2021 – Present**  
*Reporting to the Project Manager of Doodlebuggers Program.*

*Hired as Customer Service Representative and promoted as Admin & Logistics Analyst within 5 months.*

*Responsibilities include answering phone calls, managing emails, voicemails and text messages. Accessing project boards to sort and track deliveries, processing payments via secured link and ACH on Quickbooks.*

- Spearheaded the Paren/Child ticket process within the company's CRM system that enables a more organized and coordinated invoicing system.

**Sales Executive, Etisalat | Fujairah, UAE | September 2018 – February 2022**

*Reporting to the Store Manager of Etisalat Main Business Center, FUJ Branch.*

*Responsibilities included marketing, upselling and cross-selling of products and services of the company.*

- Aided in generating 100% increase in accessory and mobile plans sales for 3 consecutive months.

**IT Service Desk Trainer, Stefanini Philippines | Manila, PH | March 2010 – August 2018**

*Reporting remotely to Regional Training Director in Iowa, USA.*

*Responsibilities included delivering Product Specific and IT Security Awareness training. Creation, maintenance and reproduction of training materials.*

- Successfully launched 11 different IT Service Desk programs by implementing new training syllabus reducing 10% of training timeline while maintaining the quality and knowledge value.

#### EDUCATION

**Bachelor of Science in Information Technology, Technological Institute of the Philippines, Manila, PH | 2008**