



JENNA ALMIRA VILLAMER BERIÑA

CALL CENTER AGENT



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Baniyas Center, Al Maktoum Road, Deira, Dubai, UAE

Expected Salary range: **4,000 - 5,000**

Visa: **Husband's Visa**

Availability: **Can start immediately**

LICENSE & CERTIFICATION

- National Certificate II - TESDA
Contact Center Services - *Top 5 Award*
- Registered Real Estate Salesperson
- Licensed Financial Advisor - *Code # 130283*
- *Top 3 Branch Advisor*

SKILLS

- Excellent Communication skill (spoken & written)
- Sales & Marketing
- Strong Administrative skills
- Microsoft Office/Excel/Powerpoint
- Canva Design
- Business Development
- Operations Management
- Excellent Customer Service

EDUCATION

University of Northeastern Philippines,
Iriga City

Bachelor of Arts in Communication
2013-2017

- *Dean's Lister*
- *Excellence in Media Practicum*
- *Broadcaster of the Year*
- *Best Field Reporter (Broadcasting Competition - English category)*

PROFESSIONAL PROFILE

I have over four years of work experience generally in Corporate Communications, Sales, Business Development, and Finance which I consider as my assets that can greatly contribute with your growing company as I seek for a long-term profession in the same or relevant field.

WORK EXPERIENCE

Call Center Agent - *AGN Global*

June 2021 - July 2022

- Sets appointment for a Solar Panel campaign
- Handles appointment setting for Real Estate
- Handles inbound calls for Customer Service

Financial Advisor - *Sun Life of Canada (Philippines), Inc.*

February 2020 - October 2021

- Provides clients with strategic and specialist advice across a variety of financial product and plans and helped them in assessing their short and long-term financial goals
- Prepares sound financial plans to ensure clients meet their goal in terms of Insurance and Investment plans
- Generate new business and build relationships
- Presents and sell suitable financial products and services and secured at least 15M coverage for the clients' Insurance & Investment plans

Business Development & Corporate Communications Officer *Cosco Integrated Office Systems, Inc.*

May 2018 - July 2019

- Grow business through development of new leads and identifying new revenue opportunities by market research
- Maintains meaningful relationships with existing clients to ensure that they are retained

- Generate prospective enquiries of potential clients/dealers requiring Home and Office Furniture
- Generate leads through direct contact, word-of-mouth, and cold-calling
- Conducts Product Development trainings for clients/dealers
- Assists on sales process and after sales with clients/partners on a day to day basis

Property Specialist

SM Development Corporation (SMDC)

July 2017 - January 2018

- Pitched ideas to investors, prospects and clients about considerations in buying a housing and condominium unit
- Did manning at various sales booth and looked for potential clients
- Sold condominium units of at least P3.7M

Production Assistant in News and Current Affairs

ABS-CBN Broadcasting Company - Manila, Philippines 2017

- Assisted news anchors, TV news reporters in 'TV Patrol' (National News segment). Worked with segment producers in news editing & LIVE newscasting.
- Helped in distribution of daily scripts intended for voice over by news reporters.
- Assisted & coordinated with producers, editors, and news reporters and had been a part of the production staff during the 2016 Elections.

WORK EXPOSURE

Production Staff

Daniel Padilla "The Teen King Road Tour 2016"

- In-charge of the entry and checking of tickets of at least 2,000 attendees for the said Road Tour.
- Assists during the production of the entire program

Parish Youth Ministry - Secretary

- Worked as youth volunteer in a non-government organization and helped organized Youth Encounter events for the parish. Did hosting and participated in planning and organizing of various events for the youth.

TRAININGS/COURSES

Create & Rise Academy by Demi Bernice 2021

Marketing Course for Freelancers

Kurso.Ph by Rene Paolo 2021

FB Ads Marketing for Freelancers

Cebu Call Center Academy, Inc. 2020

Contact Center Services - National Certificate II (144hrs.)

CHARACTER REFERENCES AVAILABLE UPON REQUEST.