

## Mary Grace P. Malinao



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### OBJECTIVE

Obtain a position where I can maximize my organizational and interpersonal skills and knowledge which will contribute my years of experience, that will allow me to grow personally and professionally.

### EXPERIENCE

#### Customer Relations Executive | Alfuttaim Motors

Dates From 2010- To present

Employee of the month September 2019 and February 2020

Finalist Alfuttaim National Skills Contest 2019

- Answer calls and respond to emails for Toyota, Lexus and RSA
- Handle both inbound and outbound calls
- Handle customer inquiries over the phone, email and digital
- Handles sales, service, general inquiry and complaints
- Creates service and sales leads
- Research required information using available resources
- Manage and resolve customer complaints
- Provide customers with product and service information
- Enter new customer information into system
- Update existing customer information
- Identify and escalate priority issues
- Route calls to appropriate resource
- Follow up customer calls where necessary

#### Cashier/ Shift in charge | [Temasek L.L.C.](#)

Dates From 2008- to 2010

- Coordinate the daily operations during a shift.
- In charge of maintaining high productivity and a consistently positive customer experience.
- Responsible for processing cash, debit, credit and check transactions using a cash register or other point-of-sale system
- Cash balance and replacement every end of shift.

## **SKILLS & ABILITIES**

- Professional in using all Microsoft Windows Editions
- Knowledge in SAP, CRM, BCM, GENESYS and ABS
- Professional in using Internet Tools
- Good communication skills.
- Capable to work under pressure
- Able to identify problems, imagine alternatives, identify resources, solve problems and excellent in setting and meeting deadlines

## **PERSONAL INFORMATION**

Nationality : Filipino

Date of Birth : 7 January 1978

Gender : Female

Current Visa : Employment Visa

Marital Status: Married

## **REFERENCES**

Sharifa Albalooshi

National- Engagement Center Supervisor

Al Futtaim Motors

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