

Joseph Alvin Estacio

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Bur Dubai, Dubai, UAE



Career Objective

Team player and service oriented professional with a proven capacity to interface effectively with all levels of personnel and clients. With high level of initiative and strong & flexible background in administration, customer service, sales, and marketing.

Personal Information

Date of Birth : 18 October 1988

Citizenship : Filipino

Civil Status : Single

Professional Qualifications

- Bachelor of Science in Nursing
- Government Nurse (Red Cross Philippines)

Key Competencies

- Solid years of experience in **Sales & Marketing**
- Skilled in using computer assisted systems **CIM, CBCM, BIS, Wincash, BAS**, etc.
- Experienced in different software or system like **Oracle Applications**
- Highly proficient and has advanced knowledge in **Microsoft Office Applications** (Excel, Word, PowerPoint, and Outlook)
- Exceptional ability to perform Customer Service and Administrative procedures
- Establish and carry out departmental or organizational goals, policies, and procedures
- Manage general activities related to providing services
- Innovate by applying new technologies in the workplace
- Performing other clerical duties such as filing, photocopying, transcribing, and faxing
- Has the ability to troubleshoot complaints or client issues
- Excellent typing skills
- Competent to work in long hours and to a flexible environment
- Work effectively under pressure
- Excellent oral and written communication skills
- Human Relations or Good Interpersonal Skills

Education

Tertiary: Bachelor of Science in Nursing
Colegio San Agustin
Bacolod City (2005 – 2009)

Work Experiences

Customer Service / Sales Executive

Etisalat Telecom

August 2016- Present

- Customer Service professional specialized in Business Processing (SMB).
- Promoting and providing the best quality support for the benefits of the client.
- Maintaining the policy given by the telecommunication regulation authority as to maintain the quality standard set by the company.
- Resolving technical issues such as connection problem, billing and postpaid connection.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.

Sales Executive / Store Supervisor

Landmark International (Steve Madden)

January 2013- July 2016

- Store Supervisor in- charge of managing staff and daily targets
- Prepare and send analysis reports to the main office and area heads for finalization of sales, inventory, and targets
- Maintain company confidentiality, discipline, dress code, good housekeeping and proper use of equipment and tools
- Give training and orientation to the staff and analyzing all problems and negative outcome inside the shop
- Organizing and supervising store events & marketing activities
- Assisting the Store manager to operate the shop and to maintain the high quality of service as well as establishing good rapport with the client.
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries
- Keep updated records of office expenses and costs

Administrative & Customer Service Specialist

Digital Mobile Philippines Inc Philippines

November 2010- August 2012

- Making sure that major & minor complaints are resolve in a timely manner.
- Handles all sales and after-sales transaction from the basic products information to account modification and technical support.
- Doing administrative works such as arranging travel and accommodations, and prepare vouchers, ordering office supplies and keep inventory of stock
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Assisting customers with telecommunications related problems and doing back end troubleshooting to provide satisfactions to the company's subscribers.
- Updating calendars and meetings

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

JOSEPH ALVIN ESTACIO (Sgd)