

## CURRICULUM VITAE

**Mary Glor S. Luna**

Dubai United Arab Emirates

Mobile number: +971 55 673 1115

Email address:

[maryvsecretaria@gmail.com](mailto:maryvsecretaria@gmail.com)

Over 8 years' experience in overall customer relations handling a wide range of customer support tasks. Constantly find ways to streamline sales operations, jump at opportunities to assist colleagues and management team.

### *Professional Experience*

**JCBL Commercial Brokers**

**Silver Tower, Dubai UAE**

**July 2019**

- Increase credit card customers
- Engage and educate customers on product usage
- Convey brand information to customers and respond to questions/inquiries that arise
- Responsible for daily/monthly sales targets
- Investigate and address competitors' activities
- Prioritize and schedule proactive calls to organization's accounts
- Update and manage contact database with accurate profiles, notes, and relevant information
- Undertake training on the firm's markets and products, and improve on selling skills
- Match sales opportunities that cover other products involving various sales representatives
- Generating Leads
- Wide range of pipeline, network and connections.

**Vitta International Inc.**

**Relationship Manager**

**Dubai, UAE**

**May 2019**

- Intuitive to customer's needs. Create and enforce plans that will help meet the needs of customers
- Strong communication and interpersonal skills and the ability to build and maintain relationships.
- Strategic thinker and ability to analyze and solve problems quickly
- Notify the sales team of new sales and cross-selling opportunities

- Encourage high-sales and good customer service practices
- Help promote and maintain a positive company image
- Self-motivated, flexible and able to manage several jobs at one time

## **Business Manager**

### **Global Insurance Brokers**

#### **Dubai, UAE**

**February 2017- December 2018**

- Decide how many policies or upgrades should be sold in a given period, then oversee the team's progress to ensure they meet those goals.
- Support team progress by providing strategies, feedback, and marketing campaigns.
- Drive sales and achieve targets.
- Support team member in his sales effort, in terms of generating benefit illustrations, accompanying on client calls if required etc.
- Spearhead all lead generation initiative whether through walk in, data-mining, referrals and others.
- Arranging training programs for bank staff on products and selling skills

## **Financial Advisor**

### **Life Insurance Department**

#### **Orient Insurance PJSC an AI Futtaim**

#### **Company Dubai, UAE**

**July 2015- February 2017**

- Prospecting for new clients, Face to face meetings, Presentations, Adopting a Consultative Approach to Selling, Analysing the needs of the prospect.
- Helping in Identifying/Quantifying Financial Goals, Understanding Priorities and Risk Profile, Offering Best Solutions, Closing Sales, Servicing of the Client, Relationship Building and Networking.
- Prospecting, Meeting Sales Goals, Motivation for Sales, Selling to Customer Needs, Client Relationships, People Skills, Product Knowledge, Organization, Dependability, Statistical Analysis
- Develops base for long-term sources of clients by using referrals, occupational, and special- interest groups to compile lists of prospects.
- Approaches potential clients by utilizing mailings and phone solicitation; making presentations to groups at company-sponsored gatherings; speaking publicly to community groups on the subject of financial well-being.
- Determines clients' particular needs and financial situations by scheduling fact-finding appointments; determining extent of present coverage and investments; ascertaining long-term

goals.

- Develops a coordinated protection plan by calculating and quoting rates for immediate coverage action and long-term strategy implementation.
- Obtains underwriting approval by completing application for coverage
- Provides continuing service by providing direct deposit forms; processing changes in beneficiary and policy loan applications.
- Provides death benefits by delivering policy proceeds; reassessing client needs.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.

#### **Coordinator cum Customer Service Representative (Promoted)**

**October 2013- July 2015**

**EGMA Lens Factory**

**Al Qusais, Dubai**

- Confer with customers by telephone in order to provide information about products and services, to take orders or cancel accounts, or to obtain details of complaints.
  - Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
  - Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills.
  - Check to ensure that appropriate changes were made to resolve customers' problems.
- 
- Contact customers in order to respond to inquiries or to notify them of claim investigation results and any planned adjustments.
  - Refer unresolved customer grievances to designated departments for further investigation.
  - Processing customer requests and specialty orders and working directly with customers to ensure their happiness.
  - Coordinating and processing orders and packaging and shipping out orders or working to ring up customers on-site.
  - Solicit sale of new or additional services or products.
  - Review claims adjustments with managers, examining parts claimed to be defective and approving or disapproving customer' claims.
  - Ensure that representatives have sufficient quantities of sales support material, such as product

brochures or case studies.

- Act as a first point of contact for urgent calls, emails and messages when sales representatives are not available.
- Contribute to customer satisfaction by ensuring the accuracy and timely processing of orders.
- Handle orders by telephone, email or mail and check that they include correct prices, discounts and product numbers.
- Contacting customers to resolve any queries.
- Using company's computer system and ensure that orders are processed in line with customers' delivery requirements.
- Inform customers of any delays and arrange alternative delivery dates.

**Administration Executive cum  
Receptionist EGMA Optical Supplies  
FZCO Dubai Silicon Oasis  
June 2012 – October 1, 2013**

- Primarily assists the sales team, focusing mostly on managing schedules and the distribution of any sales documentation.
- Sending quotations to the couriers, advertising, printing and supplies as per their requirement
- Preparing Invoices, receiving shipments.
- Arrange the travel tickets for Chairman, Managing Director, Vice President and Managers.
- Arrange Hotel Room Booking for the Management and Visitors.
- Responsible in maintaining proper files, both for important paper documents as well as for the electronic ones.
- Keep a record of appointments and see to it that each one is conducted on time.
- Flare for business communication and meticulous organizational skills at work.
- Receiving and sending E-mails.
- Responsible for answering phones and handling customer concerns and questions.
- Assisting the manager with the routine works.
- Writing all the important information from a meeting, when a meeting is held by the manager
- Booking and tracking Shipments

**Education**

Bachelor in Science Major in Nursing  
Saint Joseph Institute of Technology, Butuan City- Agusan Del Norte,  
Philippines Graduated in year 2011

**Personal Details**

Date of Birth: April 15, 1989  
Gender: Female  
Marital Status: Married  
Nationality: Filipino  
Religion: Christian

**Specialized Skills**

- Office Management
- Teambuilding & Supervision
- Staff Development & Training
- Report & Document Preparation Spreadsheet & Database
- Records Management
- Meeting and Events
- Proficient in Microsoft Office, PowerPoint, Excel & Outlook
- Basic knowledge in system Microsoft Dynamics GP and OW Studio (OptoVision)
- Knowledge of the structure and content of the English language including the meaning

and spelling of words, rules of composition, and grammar.

- Administrative and clerical procedures and systems such as word processing, managing files and records and other office procedures and terminology.
- Proficient MYCRM software
- Accuracy – attention to detail.
- Excellent organizational skills.
- Basic Knowledge in Shipping and Logistics

*(All other documents provided upon request)*

