

ALMA RAMOS

Upper Bicutan Taguig Philippines 05/Oct/1979
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Summary

Client-oriented sales professional with progressive pawnshop and remittance background topped with successful history as skilled Business and Client Relations Manager. Proven record of accomplishment in building trusting, productive client relationships with expert handling of sales, services and technical issues. Driven, Organized and Motivated manager skilled at completing daily assignments and contributing to team success.

Education

Ateneo De Naga College

1995 - 1999 | Bachelor's Degree

Graduated

Experience

PJLhuillier Inc.

08/2008 - 04/2021 | Business and Client Relations Manager

- * Cultivated and nurtured client relationships with personalised support for all needs.
- * Achieved pawning targets consistently by successful management.
- * Enhanced profits by growing revenue while streamlining marketing and customer service cost.
- * Maintained camaraderie in the workplace by giving equal treatment among internal and external clients.
- * Expanded current relationships and increased revenue, skillfully capitalizing on cross-selling and promotional opportunities.
- * Met unique requirements of pawning customers by developing customized approach.
- * Built client trust with open, honest communication and consistent follow-through.
- * Troubleshoot problems and developed successful solutions.

American Data Exchange Corporation

03/2006 - 10/2007 | Business Process Associate

- * Identified client needs by observing consumers, collecting surveys, and analyzing customer feedback.
- * Helped to increase business efficiency and profitability with recommended process optimizations.
- * Developed successful project goals and strategies in collaboration with team members.
- * Updated office files daily and kept records organized.

- * Completed all tasks promptly and with minimal oversight.

Novelty Phils And Gelmart Phils Inc.

06/2000 - 05/2004 | Quality Inspector

- * Conducted quality inspections using proper equipment techniques.

* Supported QA and QC personnel with problem-solving findings, tracing issues, and preparing corrective action reports.

* Monitored production processing via random quality assurance audits.

Rural Bank Of Pamplona

03/1999 - 05/2000 | Bank Teller

* Received checks and cash for deposits, verifying amounts and checking accuracy of deposit slips.

* Met customer needs consistently with knowledgeable and fast service.

* Opened, closed and updated accounts based on individual customer needs.

Skills

Client Communication

Business Development Planning

Salesforce

Written Communication

Multitasking

Analytical thinking

Scheduling

Recordkeeping

Quality Assurance

References

Ms.

Area Manager- PJI

email: lmendoza@pjlhuillier.com

Ms. Rubilin D. Carreon

Area Manager -PJI

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Languages

English, Filipino

Others

Skype ID: live:.cid.60006cfd8e307469

Social Profile

LinkedIn:

[linkedin.com/in/alma-ramos-533729209](https://www.linkedin.com/in/alma-ramos-533729209)

Facebook:

[facebook.com/alma.ramos.33449](https://www.facebook.com/alma.ramos.33449)

