



SEINA R. BONA-CELSO

CONTACT ME AT:

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PERSONAL PROFILE

Driven to achieve the best results for customers. Hard-working with a focus on driving customer satisfaction and expertise in solutions. A highly skilled communicator and team player. Professional sales agent is able to resolve customer problems efficiently and increase customer satisfaction. Expert in product issues and proven history of increasing productivity of sales department by analyzing tasks. Genial and hardworking with experience in customer service. Efficiently handles issues and answers questions in a professional way.

Dedicated and customer-focused with a successful background in leading high-performing teams to meet or exceed objectives. A tactical and inspiring team builder with experience in training, team development, and delivering excellence. Proficient with years of experience in customer service. Superior ability to listen and assess customers' needs and offer satisfactory solutions. Offers assistance in a friendly and professional manner in a dynamic and high-volume. Consistently optimized team efforts to meet or surpass service quotas and effectively.

Service-oriented and quality-driven with more than years of successful experience with business, customers to meet account needs, drive growth and improve retention.

WORK EXPERIENCE:

START VIRTUAL
APRIL 2021-PRESENT
MANILA PH

REAL STATE VIRTUAL ASSISTANT

- Perform cold, warm, and hot calling, send SMS.
- Confirm the appointment date of the seller with the investors.

E D U C A T I O N :

BACHELOR OF SCIENCE
ADAMSON UNIVERSITY /
ERMITA MANILA / 2006

SHORT COURSES
THE MOTHER REGINA
HOSPITAL SAFETY SERVICE
TRAINING SECTION /
RIZAL / 2007

HIGH SCHOOL DIPLOMA
ARELLANO UNIVERISTY /
BUENDIA TAFT PASAY /
2001

SKILLS SUMMARY

***** UPSELL OPPORTUNITIES

***** GOAL-ORIENTED

***** CLIENT MEETINGS

***** CUSTOMER
RELATIONSHIPS

***** COMPUTER LITERATE

PERSONAL INFO:

DATE OF BIRTH :
SEPTEMBER 11, 1984

NATIONALITY : FILIPINO

MARITAL STATUS :
MARRIED

HOBBIES: HIKING

ASTICOM TECHNOLOGY

Aug 2019 - Oct 2020

MANDALUYONG CITY

ACCOUNT MANAGER

- Drove profits for the company and increased brand awareness by devising and implementing performance of campaigns and reporting results to management.
- Extended revenue scope by leading and motivating a - a person team of sales professionals working with organizations.
- Developed and rolled out a series of customer service standards and guidelines in order to make processes more efficient.
- Responded immediately to customer questions, concerns, and challenges by offering actionable and effective resolutions and achieved high customer satisfaction ratings.
- Achieved sales of more than each month with a solid book of accounts.
- Implemented effective strategies for networking and marketing to generate new accounts.
- Generate sales among client accounts, including upsetting a nd cross-selling.
- Operates as the point of contact for assigned customers.
- Develops and maintains long-term relationships with accounts.
- Makes sure clients receive requested products and services in a timely fashion.

JP MORGAN CHASE & CO.

Sep 2016 - Jun 2019

BGC TAGUIG CITY

SENIOR MORTGAGE SPECIALIST

- Process mortgage document requests, obtaining all necessary information and documents on mortgage loan applicants and for employment verification we call the customer's current job status.
- Review and evaluate all information supplied on mortgage applications for compliance with policy/regulatory requirements and loan terms, and verify validity using outside sources.

BPI FAMILY SAVINGS BANK

Sep 2016 - Jul 2019

MAKATI CITY

BANKNG ASSOCIATE

- Receive and count working cash at beginning of the shift.
- Identify customer's validate and cash checks.
- accept cash and checks for deposit and check the accuracy of the deposit slip.
- Process cash withdrawals.
- Perform services for customers such as ordering bank cards check.
- Receive and verify loan payments, mortgage payments, and utility bills payment.
- Record all transactions promptly accurately and in compliance with bank procedures.
- Balance currency cash and checks in cash drawer at end of every shift.
- Answers inquiries regarding checking and savings account and other bank-related products.
- Answer customer's question and explain available services such as deposit accounts, bonds, and securities.
- Inform customers of the procedure for applying for services such as ATM cards direct deposit and certificate of deposit.
- • Perform foreign currency transactions.