



ARJAY EMIL SARMIENTO SANTOS

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CAREER OBJECTIVE

- Efficient professional with 11+ years of experience and a proven knowledge of Customer Service/Sales, Customer Satisfaction and Resolution; 2 Years Homebased Virtual Assistant. Aiming to leverage my skills and immerse myself in the culture of the Company I will be working with. To help the Company grow exponentially.

ACADEMIC DETAILS

- Bachelor of Science in Electronics and Communications Engineering [Undergraduate] from the University of the East Manila Campus

WORK EXPERIENCE

- **HCL Technologies Philippines Inc.** | Senior Customer Service Representative (April 2021 – Presently Employed)
 - Deal Strategy Support: Assist Field Sales Representatives with their deals
 - Contract creation / Addendum Creation / Order Form creation
 - Requesting Pricing and Discount Approvals
 - Communicate with Sales with requirements to complete their deals
- **DEXCOM Philippines** | Technical Support Representative (August 2019 – June 2020)
 - Assist patients/Authorized person regarding their CGM
 - Troubleshooting
 - Order Processing
- **My Freight Staff, LLC** | Customer Service (Logistics), Home-based (December 2018 – March 2019)
 - Calls out to Carriers or Trucking companies to get their specific Lanes (routes)
 - Manage carrier information and add them into the CRM
 - Contact Carriers, Shippers and Brokers for available trucks or available loads
- **Chris Walden Investments** | Inside Sales Associate / Appointment Setter, Home-based (July 2018 – October 2018)
 - Act as an intermediary in negotiations between buyers and sellers, generally representing one or the other
 - Contact property owners and advertise services to solicit property sales listings
 - Present purchase offers to sellers for consideration
 - Coordinate appointments to show homes to prospective buyers
 - Arrange meetings with buyers and sellers when details of transactions needs to be negotiated
- **RingCentral** | Sales Executive (February 2015 – June 2018)
 - Make sales by selling Voice over IP (VoIP) telephone service to businesses, ranging from Just Me, Small Business to Large Enterprises
 - Manage new and existing accounts to ensure the smooth transition from conventional phone service to VoIP by walking the Account Holder through the setup process, showing them the system and its capabilities and synchronize it with mobile devices
 - Ensure that business continuity continues by looking at possible extensions or addition of service/s

- **Tata Consultancy Services** | Loss Mitigation Expert – Collections (April 2014 – November 2014)
 - Call Homeowners to collect payment for delinquent Mortgage payments 120+ days late
 - Advise customers of necessary actions and strategies for debt payment
 - Record conversations with homeowners and result of collections effort, financial status and agreement with the person in debt
 - Negotiate credit extensions when necessary

- **Wells Fargo Philippines** | Customer Service Representative III (July 2012 – March 2014)
 - Provide information to new Retail Credit Card holders regarding their newly acquired Retail Credit card
 - Introduce the product to new customers who is trying to purchase Home Improvement items from specific stores under the campaign, and help them sign up
 - Provide exceptional customer service to current customers, explain bill and help escalate calls when needed

- **HSBC – HDPP** | Customer Service Representative (June 2011 – July 2012)
 - Provide Customer support to US Credit cardholders, explain billing statements, verify/detect Fraud concerns and escalate when necessary
 - Upsell specific credit card products such as Credit Monitor, Insurance, etc.

- **VXI Global Holdings BV** | Customer Service Representative (January 2009 – May 2011)
 - Provide customer support to existing customers, explaining charges on their monthly statements, upsell calling features for their phone service
 - Handle inquiries for new customers and set up their phone service if customer has passed credit check
 - Manage bill disputes by verifying charges and then process the adjustments directly, when necessary

- **ePerformax** | Customer Service Representative (June 2008 – January 2009)
 - Provide customer support to existing credit cardholders; explain charges on their credit card statements

- **Telus International** | Customer Service Representative (June 2007 – January 2008)
 - Handle customer inquiries for new phone and internet service in Canada
 - Process order/s for new installation
 - Provide customer support to existing customers

- **West Contact Services** | Telemarketer (August 2005 – September 2006)
 - Handle inquiries and sales for a Home TV Shopping campaign
 - Process applications for new cards, process balance transfers, credit check, etc.

- **Insular Life Insurance Company** | Licensed Insurance Agent (2002 - 2003)
 - Selling Insurance
 - Telemarketing

- **Jollibee Food Corporation** | Service Crew (January 2001 to June 2001)
 - Maintains cleanliness of the dining area
 - Assists customers with their dining experience

FIELD OF INTERESTS

- Sales
- Customer Service
- Collections

WHAT I CAN OFFER YOU AND THE COMPANY:

- Great telephone skills: Excellent Call handling skills with great enthusiasm, able to
- Easily to establish trust and confidence from the customer
- Possesses excellent communication skills, both oral and written
- Ability to troubleshoot (i.e. technical issues)
- Handle Customer Complaints/Disputes with ease
- A Very professional and positive attitude
- Possesses great understanding, discipline, patience, commitment and Integrity.
- Can effectively overcome objections during sales calls
- Ability to work effectively and multi-task in a fast-paced, high volume environment.
- Excellent knowledge of Windows Operations Systems and software
- Knowledgeable with multiple CRMs and dialers
- Excellent ability to adapt in a changing environment
- Contract / Addendum / Order Form creation

STRENGTHS & HOBBIES

- Sports, Reading, Writing, Music, Electronic Gadgets, Travelling, Media Productions

REFERENCE

- Available upon request
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