JOAN A. TAMARAY

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OBJECTIVE:

To obtain a position of growing future company that I can give best of my full knowledge, skills and abilities where I can maximize my customer service experience in a challenging environment to achieve corporate goals.

PROFESSIONAL EXPERIENCE

PUBLIC RELATION ASSISTANT

MANILA INTERNATIONAL AIRPORT AUTHORITY
PASAY CITY
SEPTEMBER 1, 2009- UP TO PRESENT

- Man the departure and arrival information counters in shifting basis
- Extend port courtesies and providing VIP accommodation and VIP assistance to visiting dignitaries and high ranking officials during peak flights.
- Provides answers to all inquiries of passenger and recommends possible solutions to whatever problem may be in hand.
- Provide accurate information regarding all aspects and facilities of the airport.
- Attends to the needs and requirements of special guests who are accommodated at the VIP room and Dignitaries
- Performs other related functions. Lounge
- On hand ready to assist during scheduled tours and ocular inspection as per instruction from supervisor.
- Provides special passenger assistance to minor, physically challenged and elderly passenger.
- Act as support staff whenever there are special events, movements, including airport emergency situation.

TELEMARKETER-SALES

AMERICAN TECHNOLOGIES INC.
MANDALUYONG CITY
AUGUST 26, 2008- MACH 10, 2009

- Telephone or write letters to respond to correspondence from customers or to follow up initial sales contacts.
- Obtain customer information such as name, address and payment method and enter orders into computers.

- Obtain names and telephone numbers of potential customers from sources such as telephone directories, magazine cards and list of purchased from other organizations.
- Adjust sales script to better target the needs and interest of specific individuals.
- Schedules appointment for sales representatives to meet with prospective customers or for customers to attend sales presentations.
- Delivered prepared sales talks, reading from scripts that describes products or services.
- Conduct client or market surveys in order to obtain information about potential customers
- Answer telephone calls from potential customers
- Records names, address, purchases and reaction of persons contacted.

SALES EXECUTIVE
CHERY ISEWAY NOTORS PHILS.INC.
MAKATI CITY
AUGUST 3, 2007-MACH 11, 2008

- Monitor customer preferences to determine focus sales efforts
- Direct and coordinate activities involving sales manufactures products subjects of sales
- Determine price schedules and discount rates.
- Confer or consult with the department heads to plan advertising services and to ensure information on equipment and customer specifications
- Advise dealers and distributors on policies procedures.
- Resolve customer complaints regarding sales and service.

TRAININGS AND SEMINARS

MERIDIAN IQ PHILS: OPERATIONS ASSISTANT
MAKATI CITY HALL: ASSITANT CLERK
PATTS COLLEGE OF AERONAUTICS: AIRLINE MARKETING AND AIRFREIGHT OPERATIONS
MANILA AIRPORT INTERNATIONAL AUTHORITY: SERVICE EXCELLENCE AND CUSTOMER SERVICE

WORK EXPERIENCE:

PUBLIC RELATIONSASSISTANT
Manila International Airport Authority
Pasay City
2009 up to present

TELE-MARKETER SALES
American Technologies Incorporated
Mandaluyong City
2008-2009

SALES EXECUTIVE
Cherry Motors Philippines Incorporated
Makati City
2007-2008