

Rey Rhea O. Tuanquin

📍 Lapu-Lapu City, Cebu, Philippines ✉ rrtuanquin@yahoo.com ☎ +63 9192443460

PROFILE

Accomplished and results-focused Service Manager skilled in customer relationship development with broad-based success in leading strategies that increase sales and profitability results. With experience in coordinating operational and financial activities in a wide range of industries and sectors. Analytical, decisive thinker with the ability to gain the trust and cooperation of staff and grow revenue through strong client relations and operations management activities. Excels within highly competitive environments where leadership skills are essential to assist the smooth operational running of a company.

SKILLS AND QUALIFICATIONS

- Over 10 years of experience in Sales & Marketing, Customer Service, Office Administration
- Strong background in Customer Service, Sales & Marketing
- Proven skills in :
 - Customer Service | Willingness to Learn | Very Optimistic
 - Marketing | Communication | Problem Solving
 - Leadership | Team Player | Time Management
- Demonstrated ability to Adapt to Different Cultures and Manage a Team
- Professional communication skills include fluency in English
- Recent graduate of Master in Business Administration
- Computer skills include:
 - MS Office (Word, Excel, Outlook, Powerpoint)
 - Google Drive (Docs, Sheets, Slides, Forms)
 - Email (mail merge, filters, folders, rules)
 - Social Media (Facebook, Instagram, Twitter, LinkedIn)
 - Graphics (Canva, Photoshop)

PROFESSIONAL EXPERIENCE

- Branch Manager, Ducati Cebu** 2021 – present
- Cebu, Philippines
 - Oversee the entire branch operations (Sales & Marketing / Customer Service /
 - Plan budgets and monitor revenues and expenses for quarterly reporting
 - Plan, develop and implement marketing strategies for both Sales and Service Departments
 - Resolve problems that arise, either internal or external.
 - Determine and procure merchandise from Ducati PH to be sold at the branch
 - Recruit, hire, train and manage staff
- Unit Manager, AXA Philippines** 2019 – 2022
- Planned, directed, and monitored activities of all Financial Advisors Cebu City, Philippines
 - Set out relevant plans for the unit to achieve unit goals
 - Monitored, evaluated, and supported all Financial Advisors to ensure hitting goal targets
 - Performed careful planning to identify and manage unit goals
 - Ensured that the team has the same goals and aspirations to hit targets
- Customer Experience Manager, Ford Cebu** 2017 – 2020
- Oversaw the daily operations of the Customer Experience Department Cebu City, Philippines
 - Addressed customer complaints efficiently and effectively
 - Oversaw reports preparation and ensured timely submission
 - Established and implemented policies and procedures
 - Attended to complaints that are supposed to be handled legally
 - Advised senior management of any legal complaints

Operations Manager (Admin & Sales), 21 Queen Realty & Brokerage

2012 – 2017
Cebu City, Philippines

- Prepared company budget: Capital Expense and Operations Expense
- Justified Profits and Losses of Sales
- Selected and trained newly hired Real Estate Agents and Rent Specialists
- Created and implemented policies and procedures
- Ensured the smooth operation of the realty
- Prepared monthly reports for partners' consumption
- Scheduled evaluations for Sales Agents / Rent Specialists and coached them as needed
- Supported Agent Sales with different developer projects
- Attended developer meetings, product knowledge seminars, and exhibits as needed

Rooms Division Supervisor / Duty Manager, Harolds Hotel / Crimson Resort & Spa

2010 – 2011
Cebu, Philippines

- Oversaw the entire resort, especially on graveyard shifts, and prepared Night Audit Reports
- Assisted the Front Office Team; ensured that service standards were met including the F&B outlets, especially on graveyard shifts
- Coordinated with Security and Maintenance Teams to ensure all safety and security issues were properly handled
- Effectively handled all guest complaints and emergencies; assisted everyone where it was most needed
- Liaised regularly with the FO and HSKG sections for any special requests and other general problem solving

Administrative Assistant, A&A Ubas Transportation

2002 – 2010
Cebu City, Philippines

- Managed the day to day operations of the office, ensure all operational needs of mgt & staff are met
- Schedule of operations manager should be managed properly & according to his preference & approval
- Itineraries and hotel bookings for traveling of management & staff are prepared ahead of time
- Ensure that client inquiries and bookings for trucking services should be assisted right away
- All truck drivers & clients should be reminded of their bookings at least 2 days prior, documents for trip should all be ready
- Prepare business correspondence and ensure all mails are sent out and all incoming mails are given to proper owner
- Coordinates with events with organizers, ensuring everything that is needed for the event is available & send out invitations to VIPs

EDUCATION

Master in Business Administration | University of San Jose Recoletos | Philippines | 2014

Bachelor of Hotel and Restaurant Management | University of San Jose Recoletos | Philippines | 2003