

# Sheila Anne Sanchez



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## Objective

Experienced customer service professional with a proven track record of delivering exceptional service and resolving customer issues. Seeking a role in the customer service in food industry where I can apply my expertise to help companies meet their customer satisfaction goals. Known for my strong communication skills, problem-solving abilities, and positive attitude. Eager to contribute to a team and drive business success through outstanding customer service.

## Summary of Qualifications

- Experienced customer service professional with 5.8 years of experience in handling doctors' inquiries and requests, and 1 year of experience in the fast-food industry. Skilled in maintaining positive relationships with customers, problem-solving, and effective communication.
- A team player with a strong work ethic and a dedication to achieving business goals and objectives.

## Skill Highlights

### Territory Manager

Unilab Inc, July/2017 – Present

- Demonstrated strong knowledge of pharmaceutical products and their therapeutic uses to educate healthcare professionals and increase sales.
- Developed and maintained positive relationships with key opinion leaders and other stakeholders to drive product awareness and adoption.
- Collaborated with cross-functional teams to develop marketing strategies and campaigns that effectively promoted product benefits and differentiated from competitors.
- Analyzed sales data and market trends to identify opportunities for growth and optimized territory planning and resource allocation.

### Customer Service & Leadership

Freemont Foods Corporation, January/2016 – May/2017

- Delivered excellent customer service and maintained a positive attitude in a fast-paced environment, resulting in high customer satisfaction ratings.
- Demonstrated strong communication and interpersonal skills by effectively resolving customer complaints and inquiries.
- Efficiently operated and maintained equipment, ensuring smooth and safe operations.
- Worked collaboratively with team members to achieve business goals and objectives, including maintaining cleanliness and food quality standards.
- Mentored new team members on best practices for delivering outstanding customer service, leading to improved team performance and customer satisfaction.
- Overseeing the work and coordination of 15-20 employees during shift hours

## Education

### **Bachelor of Arts Major in English Language**

University of Southern Philippines Foundation, Cebu City,  
Philippines, June/2010 – March/2015  
Dean's List & Doña Beatriz Scholarship

## Experience History

### **Territory Manager**

Unilab Inc. Cebu City, Cebu/Philippines  
July/2017 – Present

### **Assistant Restaurant Manager**

Freemont Foods Corporation, Cebu City, Philippines  
January/2016 – May/2017

## Awards

### **Rookie of the Year**

Unilab Inc., Cebu City, Cebu/Philippines  
January, 2018

- The Rookie of the Year award recognizes an outstanding new employee who has demonstrated exceptional performance and accomplishments during their first year of employment.

### **TOPS Awardee**

Unilab Inc., Cebu City, Cebu/Philippines  
May, 2019

- The TOPs award, recognizes exceptional employee performance over the course of a year. It is given to individuals who consistently demonstrate outstanding work ethic, teamwork, and dedication to the organization's goals and values. This prestigious award is a testament to the recipient's significant contributions to the team and the organization as a whole, and serves as a motivation to continue striving for excellence in their work