

# ELMORE L. SERVIANO

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## Objective

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To commit myself and to put my utmost talent and skills to every task that I'm going to perform and to the best of my capacity to apply all the skills and knowledge acquired. Intend to do quality for whatever work I may be assigned. For I believe that "Quality, Work, Honesty and Dedication" is the personal satisfaction of an individual. Aim to keep improving myself and continuously cultivate my skills/knowledge and gain additional experience.

## Skills

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- Leadership
- Multi-tasking
- Problem Solving Skills
- Decision-making
- Computer literate
- Communication Skills
- Organizational skills
- Physical strength and stamina

## Experience

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- **Global Process Manager | Ermita, Manila Philippines.** Jan, 2023 - Apr, 2023  
ONE-Cruise Service Delivery Navigator
  - Respond to inbound calls, emails, and online inquiries from potential customers in a professional manner.
  - Understand and promote various cruise packages, offerings, and discounts.
  - Build and maintain relationships with customers by providing effective communication and follow-up throughout the booking process.
  - Input reservation information accurately into the computer system and ensure that payments are processed correctly.
  - Handle customer complaints and resolve any issues in a timely and efficient manner.
  - Attend training sessions, team meetings, and conferences to improve knowledge and job performance.
- **Alorica Teleservices Inc. | Quezon City, Philippines** Jul, 2020 - Jan, 2023  
Customer Service Representative
  - Answer customer calls and emails in a timely and professional manner.
  - Respond to customer inquiries regarding billing, service issues, and other concerns
  - Resolve customer complaints and grievances with tact and professionalism.
  - Provide technical support for our products and services.
  - Collaborate with other departments to resolve customer issues.
- **Concentrix | Quezon City, Philippines** Mar, 2019 - Mar, 2020  
Advisor Operation
  - Gathering customers' accounts such as credit cards, loans, and mortgages.
  - Validate customer's Payment Protection Insurance claims.
  - Analyzes processes within the supported organizations and provides recommendations for improvement
  - Support key business operations activities and continuous improvement of the processes
- **Philippine Seven Corporation | Mandaluyong City, Philippines** Feb, 2012 - Jun, 2018  
Area Manager
  - Responsible for meeting budgetary and sales targets through motivating and developing staff, consistently achieving and surpassing Key Performance Indicators.
  - Monitoring and controlling store compliance in all areas, including customer care, effective planning, staff training, and development, organization, and time management.
  - Support management and staff to help create their own successful and productive team and become effective team leaders.
  - Reviewing and evaluating weekly KPI achievement and producing an end-of-week spreadsheet.
  - Support and coach Store Managers to reach their full potential.

- **Philippine Seven Corporation | Mandaluyong City, Philippines** May, 2010 - Feb, 2012  
 Store Manager

  - Supervise, train, and assist employees like Sales Representatives and Retail Store Clerks in customer service, store maintenance, and product promotions.
  - Develop and maintain a schedule for employees and promotions centered on holiday sales and other cycles.
  - Seek ways to better promote the store, the product line, and the service within the store.
  - Maintain proper inventory levels, ensure stocking, implement purchasing plans, and maintain contact with suppliers to ensure maximum efficiency in meeting sales goals.
  - Implement cross-training of employees and Assistant Managers to maintain productivity at all times.
  - Manage all controllable costs to maintain profitability.
  
- **Philippine Seven Corporation | Mandaluyong City, Philippines** Jul, 2005 - May, 2010  
 Assistant Store Manager

  - Basic understanding of sales principles and customer service practices.
  - Communication and interpersonal skills.
  - Ability to multitask, while being attentive to customers and flexible to the needs of the business.
  - Ability to work as part of a team and take initiative independent of direct supervision.
  - Able to work in a fast-paced environment.
  - Available to work a variety of hours, which may include early mornings, evenings, weekends, and overnight shifts.
  
- **Philippine Seven Corporation | Mandaluyong City, Philippines** Nov, 2003 - Jul, 2005  
 Store Supervisor

  - Keeping records of expenditures, sales figures, and employee performance.
  - Implementing measures to avoid stock damages, theft, and wastage.
  - Monitoring shelf stocks and product displays, and the general appearance of the store.
  - Investigating market trends and offering products that would appeal to customers.
  - Motivating employees to achieve targets.
  - Training new staff members and scheduling shifts.
  
- **Philippine Seven Corporation | Mandaluyong City, Philippines** Aug, 2002 - Nov, 2005  
 Sales Associate

  - Greeting customers and offering assistance.
  - Answering customer questions and concerns.
  - Providing customers with detailed product information and recommendations.
  - Advising customers about member benefits, promotions, and sales.
  - Totaling purchases and processing payments
  - Processing exchanges, returns, and refunds according to company policies.
  - Maintaining a clean and organized retail environment.
  - Arranging merchandise on shelves and display.

## Education

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- **Saint Joseph Institute of Technology** 1994-1997  
 Associate in Marine Transportation  
 Diploma

## Achievements & Awards

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- Refresher Course in Cashiering
- Financial Management Module.
- Human Relation Enrichment Program.
- Security and Safety and Maintenance Module.
- Human Resource Management and Customer Service. Marketing Management and Food Safety Module.