



Ma. Kathleen C. Robles

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Summary

Dedicated, well-organized Administrative Professional with 11 years of experience as a Sales and Marketing Coordinator in Operations, Customer Service, and Administration. Well-developed problem-solving skills with the ability to resolve difficult situations under adverse conditions

Highlights

- Knowledgeable with Opera System (ORS)
- Knowledgeable with AutoCAD
- Knowledgeable with Odoo
- Excellent Written and Verbal Communications
- Proficient in MS Office Tools (MS Word, MS Excel, MS Powerpoint)

Accomplishments

- Top Sales Performer Awardee for the year 2015
- Ranked 2nd Top Team Leader for 2013
- Ranked 4th Top Team Leader last 2012

Experience

Operations Support Analyst

February 2022 to Present

RentProfile

- Responsible for checking and validation of references and referencing documents received into the inbox
- Responding to customer queries via phone and email
- Operate professionally as part of the referencing team and alongside departments within the company to drive positive results and always represent the company in a positive manner
- Keep confidential records and financial information private and secure, ensuring GDPR is always adhered to
- Maintain thorough and accurate customer records
- Accurately process data and referencing applications using the systems and processes available
- Use multiple methods of communication in a professional manner to liaise with letting agencies, tenants and referees

Export and Sales Coordinator

October 2016 to January 2021

Vista Systems for Partitions LLC

- Responsible for processing sales orders and liaising between customers, suppliers and transport companies to ensure efficient deliveries.
- Working independently, but part of a team, making telephone calls or email correspondence and administration work such as filing etc.
- Communicate with clients/suppliers with regards to order progressing, documentation requirements and to resolve any potential issues arising from your projects.
- Processing of documents to compile a data book.
- Keeping a client database to ensure constant marketing strategy in place.
- Sending catalogues both via email and via courier to promote the company.

- Ensure the correct and timely distribution of documentation between the company and client.
- Primarily assists the sales team, focusing mostly on managing schedules and the distribution of any sales documentation.
- Prepares and then follows up on any sales quotations made for clients, negotiating terms with the client at a cost best suited for them.
- Respond to any online or telephone queries in a calm and friendly manner.
- Liaise between other departments and the client to provide the service most suitable to the client's needs, cost and time restraints.
- Work closely with the Sales team to assess the progress of the department and develop Sales strategy accordingly.
- Performed research on the international business to broaden the company's marketability.
- Responsible for Overseas transactions along with coordination of deliveries abroad.
- Insured all documentation for exports has been properly processed for export compliance.
- Arranged with freight forwarders and trucking company pick-up and delivery of the merchandise through shipping instructions.
- Requested quotations from freight forwarders and trucking services for shipments.
- Coordinated with suppliers and warehouses prices and lead-time of goods.
- Prepared all shipping documents: purchase orders, acknowledgments, invoices, packing list and letter of credits

Marketing Executive

November 2014 October 2016

Quality Registrar Systems Abu Dhabi UAE

- Make telephone calls to prospect clients
- Make proposal and send quotation to prospect and existing clients
- Keep accurate and detailed records of calls made and results achieved
- Understand and manage personal performance on a daily basis
- Attend campaign briefings
- Demonstrate a thorough understanding of our clients products and services and the objectives of specific campaigns
- Maintain confidentiality
- Act as a representative of the client and represent their interests at all times
- Use company script guidelines appropriately and follow detailed briefs to conduct campaign calls
- Provide feedback and input to script and copy development

BPO/Call Center Experience

Team Lead for Operations

January 2008 to January 2014

Teleperformance Philippines – Makati City, Manila

Supervisor/Team Leader for Sales and Customer Service Operations

- Managing day-to-day planning, operation and problem-solving of a team of agents to meet with the required service level components, standards and sales targets.
- Developing the team to ensure delivery of a consistently superior customer service experience by highly knowledgeable and customer-focused agents.
- To act as the communication conduit between Agents and Management.
- To motivate and mentor new and veteran agents to be able to cope up with the advances of the industry
- Do call monitoring and feedback which includes performance review and appraisal
- Do root-cause analysis and coach focus agent.
- To motivate and implement succession planning for agents with potential.
- Evaluate agent's calls and performance and provide necessary action plans to ensure agent's development.
- Required making decisions on any matters relating to improve revenue generation and customer satisfaction with regards insofar as it affects call handling and call center processes.
- Organize and give guidance to team members and assert the necessary business information needed.
- Create and maintain channels to enable team members to do their work then follow through on action assignments implemented for them.
- Report team progress as often as possible to ensure that goals and objectives are perceived as attainable.
- Taking escalation calls to assist customers.
- Taking calls when Service Level is low and call volume exceeds forecasted flow.
- Handle Customer Service program thru the Loyalty Program of the hotel and Emails from loyalty program members.
- Handle inbound calls for sales of 15 Hotel Brands all through-out the world.
- Assist the Operation Manager in leading, directing and motivating the sales team in order to achieve the overall corporate sales objectives.
- Assist the Operation Manager in revising and implementing the sales strategies plans.
- Assist the Operation Manager in generating sales opportunities by identifying appropriate business targets.
- Supervise the shift that you are scheduled.
- Handle customer issues, resolution and communicate escalated issues to the Operation Manager.
- Supervise Sales Representatives/Agents.
- Meet and/or exceed monthly, quarterly, and yearly team sales targets.
- Develop and implement high caliber individual sales and career development plans for all team members.
- Drive alignment/consistency/accountability/cohesive people practices, call center management activities.
- Monitor, analyze and take accountability for performance affecting improvements in sales/revenue growth, sales productivity, sales quality and optimization of customer satisfaction.
- Teach best practices and drive enrollments.
- Meet regularly with Operation Manager and provide detailed reporting on the overall performance of the team.
- Work individually with Sales Reps to educate them on the Customer-Focused Selling model.

- Outline and deliver performance improvement plans and year end performance reviews to Representatives/Agents.
- Monitor and track adherence to productivity, attendance, daily expectations and provide feedback.
- Review daily reports to diagnose excellence and areas of improvement that affect individual and team performance.

Human Resource

- Recruiting staff - this includes developing job descriptions and person specifications, preparing job adverts, checking application forms, short-listing, interviewing and selecting candidates.
- Assure that each member receives team-based compensation or recognition.
- Promoting equality and diversity as part of the culture of the organization.
- Developing and implementing policies on issues like working conditions, performance management, equal opportunities, disciplinary procedures and absence management.
- Dealing with grievances and implementing disciplinary procedures.
- Advising on pay and other remuneration issues, including promotion and benefits.
- Undertaking regular salary reviews.
- Interpreting and advising on employment law.
- Working closely with various departments, increasingly in a consultancy role, assisting operation managers to understand and implement policies and procedures.
- Liaising with a wide range of people involved in policy areas such as staff performance and health and safety.

Training

- Identifying training and development needs within an organization through job analysis, appraisal schemes and regular consultation with business managers and human resources departments.
- Working in a team to produce programs that are satisfactory to all relevant parties in an organization, such as operation managers, quality assurance team and senior managers at board level.
- Conducting appraisals.
- Monitoring and reviewing the progress of trainees through questionnaires and discussions with managers.
- Evaluating training and development programs.
- Amending and revising programs as necessary, in order to adapt to changes occurring in the work environment.
- Researching new technologies and methodologies in workplace learning and presenting this research.

Associate Clerk

June 2007 to December 2007

Epson Precision Philippines Inc.

- Provide important links between their supervisors and the clients and customers they serve.
- Answer phones, take messages, distribute mail, type reports, file and fax documents and schedule appointments and interviews.
- Enter important data into computers, responding to email and perhaps even posting information on company websites. Some even try their hand at lighter tasks in their respective industries, such as bookkeeping or proofreading.
- Handling inquiries and incoming work requests from operation line.
- Reviewing files and records to answer requests for information of Management.
- Maintaining and updating filing systems specifically attendance of operation line and machine inventory.
- Photocopying, scanning and faxing of important documents
- Monitoring and ordering inventory of office supplies
- Keeping office area neat and tidy

Education

Bachelor of Science: Elementary Education Major in General Science, 2007

San Pablo Colleges – San Pablo City, Laguna

Canossa College – San Pablo City, Laguna: High School Academic Year 1998-2002

San Pablo Colleges – San Pablo City, Laguna: Elementary Academic Year 1992-1998