MARY JOY QUITAIN MARQUEZ

CAREER OBJECTIVE

Dynamic and performance-driven expert in client development and relationship management with 10+ years of experience in sales, marketing and customer service. Well-trained in establishing immediate rapport and cultivating upcoming opportunities with clients and believes that customers are people and not numbers. Fully understands that creating and nurturing a strong relationship with a customer is key to the ongoing success of business. Ensure that there is a continual improvement to the service a client receives as someone they can trust. Willing to adjust or expand her core offering to impress a customer and keep them on side. Can be relied upon to give 100% to every account managed. Goes out of her way to ensure that the client's needs are being met by the company's products.

CAREER PROFILE

- ✔ Proven record of reliability and responsibility.
- ✔ Remain calm and professional throughout critical incidents.
- ✔ Strong analytical skills, capable of assessing conditions and implementing appropriate interventions.
- ✔ Resourceful problem solver, able to find solutions to complex problems.
- ✔ Good communication and demonstration skills.
- ✔ Possesses special sensitivity to meeting diverse needs in various situations.
- ✔ Develop rapport with doctors, patients, family and co-workers
- ✔ Relate well to people from a variety of cultures.
- ✔ Self – motivated and willing to learn new knowledge and skills.
- ✔ Time management skills.
- ✔ Creativity and resourcefulness in performing assigned tasks.
- ✔ Computer Literate (Microsoft, Internet Research and Typing)
- ✔ Adaptability to work environment, hardworking, patient and flexible.

EDUCATION

College

Bachelor in Business Administration
Major in Marketing
Polytechnic University of the Philippines-Sta. Mesa, Manila
May 2009

WORK EXPERIENCE

Professional Area Manager
Goodfellow Pharma Corp
South Nephro Western Batangas Area
March 10, 2022 up to present

Duties and Responsibilities

- *Achieves the required daily coverage to the Medical Doctors*

Mobile No:
09954725181
Email address:
maryjoyqmrqz@gmail.com

Personal Information:

Address:
Dominador East
Alitagtag, Batangas
***Birthday**: October 10, 1988*
***Birthplace**:* Alitagtag
***Age**: 34*
***Citizenship**: Filipino*
***Gender**: Female*
***Weight**: 50kg*
***Height:** 5'1"*
***Civil Status:** Married*

I hereby certify that the above-mentioned information is true and correct according to the best of my knowledge.

MARY JOY Q. MARQUEZ
Applicant's Signature

- *Plans each call through the proper identification of appropriate product or products to promote which sales tools to use and the right schedule to execute the call*
- *Practice good personal character, commitment, organizational and selling skills and work habits*
- *Achieves at least 100% MTD and YTD sales and collection vs targets and goals.*
- *Supports District Manager in delivering the business objectives and goals of the team*
- *Ensures to meet or exceed all activity standards for prospecting calls, appointments, presentations and servicing*

Registration Officer II
Philippine Statistics Authority
Batangas Provincial Office
November 2020- February 20, 2022 (Contract of Service Worker)

Duties and Responsibilities:

- *Attends the prescribed training relative to Registration process and proper identification and KYC vs documents of registrants*
- *Assists the PSA Field Office on the conduct of training for Registration Kit Operators, Screeners and Alternates*
- *Complies with the directives of Provincial Focal Person and submits required administrative and monitoring reports on Step2 Registration;*
- *Supervises the performance of the Step2 Registration teams and oversee the daily operations at the registration center*
- *Provides quality customer service to all applicants*
- *Answers queries and complaints of walk-in clients concerning the registration process*
- *Cascades official communications to members of the Step 2 Registration Team*
- *Manages and secures the assigned registration kits*
- *Overrides biometric exceptions of applicants, if required; approves and transmits step 2 registration daily captured data*
- *Performs other tasks that may be assigned by the Provincial Focal Person*

Relationship Associate, Job Level B
Bank of the Philippine Islands
BPI Lemery Branch, Lemery Batangas
May 2015- May 2020

Duties and Responsibilities:

- *Assists Preferred client's by addressing simple queries and concerns and coordinate with units concerned to meet their needs, requirements and resolution of problems, if any*
- *Fast, efficient delivery of Preferred Customers banking needs, transactions and service requirements and ensures delivery of any commitment made to preferred clients*
- *Performs basic selling, cross-selling and up-selling to Preferred clients*
- *Assists the Relationship Manager in meeting sales and profitability goals through conduct of sales call and appointments and acquisition of new to bank clients*
- *Prepares sales report and documentation and joint client calls with Relationship Manager*
- *Assists the Relationship Manager in basic sales planning and Preferred client's events and assists in securing approval for Preferred Related Transactions*
- *Sound knowledge of credit and financial products and familiarity with investment, commercial, private bank, loans and sales*
- *Continuously update skills by participating in professional training, go for courses as instructed by management and be willing to contribute acquired knowledge to the development of the bank.*
- *Participate in marketing and awareness campaigns in the bank to create an enlarged customer base*
- *Adheres strictly to KYC and AMLA policies*

Customer Service Representative, Job Level A
Bank of the Philippine Islands
BPI E. Rodriguez Cordillera, Quezon City
March 2011- May 2015

Duties and Responsibilities:

- *Basic Tellering functions*
- *Always provide splendid customer services to customers in a friendly and courteous manner*
- *Have enough knowledge about the banking products and services and respond to all inquiries accordingly*
- *Improve customers' banking experience with the bank by ensuring that the customers are attended to promptly and all their challenges are resolved without delay*
- *Ensure that all the bank's policies and procedures, code of conduct and regulatory guidelines are strictly complied with in the process of discharging duties*
- *Inform and suggest new banking products to customers*
- *Open new bank accounts according to laid down rules and guidelines*
- *Adheres strictly to KYC and AMLA policies*

Product Specialist
Fastlink Medcare
August 2010 – Feb 2011

Starbucks Coffee Company
Barista, Coffee Master
July 2008- July 2010

SKILLS AND COMPETENCIES

- *General Office Skills*
- *In-depth understanding of how technology can be used to strengthen relationships.*
- *High level communication, influencing and presentation skills.*
- *Aptitude for sales*
- *Excellent Multi-tasking skills and be able to function under pressure*
- *Computer and Internet Savvy*
- *Always patient and willing to help others in solving problems while maintaining a positive attitude*
- *Stenography*

CHARACTER REFERENCES

Maria Fatima S. Ruffy
Relationship Manager
BPI Balayan and Nasugbu Branches

Mellicent B. Macatangay
Philsys Focal Person
Philippine Statistics Authority

Dr. Joe Vincent G. Valdez, MD
President
Taal Lemery Medical Society 2023-2024