

Christian A. Gines

399 Fortune Compound Englis V. Rama Guadalupe Cebu City

Contact No's: 0917-768-6265 / 0991-979-5879

Email address: titan.gines@gmail.com



CAREER OBJECTIVE: To obtain a position that can enhance my talents, skills and knowledge in the field of Management, Sales, Customer service and Marketing. To gain more exposure essential for my career and as well as contribute for the growth and production of the company.

EMPLOYMENT HISTORY

Gawlo Restaurant

3rd Floor Food court Elizabeth Mall Cebu City Philippines
November 2022 - Present

Owner / Purchasing Manager

- Track and manage key functional metrics to reduce expenses and improve effectiveness
- Seek and partner with reliable vendors and suppliers
- Determine quantity and timing of deliveries.
- Monitor and forecast upcoming levels of demands.
- Represents company at trade association meetings to promote products.
- Asses, Manage and mitigate risks.
- Negotiate with suppliers and close deals with optimal terms.

Protocol Builders Corporation

Room 212, Snowsheen Building, Osmena Boulevard Cebu City 6000
August 2012 - Present

Owner / Head of Sales and Marketing

- Develops and implements strategic marketing plans and sales plans and forecasts to achieve corporate objectives for products and services.
- Develops and manages sales/marketing operating budgets.
- Oversees and evaluates market research and adjust marketing strategy to meet changing market and competitive conditions.
- Directs staffing, training and performance evaluations to develop and control sales and marketing programs.
- Represents company at trade association meetings to promote products.
- Meets with key clients, assisting sales representative with maintaining relationships and negotiating and closing deals.
- Directs product research and development.

Tecnion BPO Inc.

5th Floor Metro Lifestyle Building F. Torres St. Bajada Davao City 8000
February 2011– June 2012

Operations Manager

- Plans and oversees strategic, operational, and administrative programs, projects, and/or services of broad significance to the organization within the designated functional area of focus.
- Establishes and implements short- and long-range organizational goals, objectives, strategic plans, policies, and operating procedures; monitors and evaluates programmatic and operational effectiveness, and effects changes required for improvement.
- Provides strategic advice and recommendations to leadership in the development, implementation, and evaluation of new or modified operating policies, practices, and procedures within the specified functional area of focus.
- Analyzes, designs, documents, and implements internal reporting systems and procedures for the organization or business entity, within specified functional area of operation, as applicable to the specified functional area of focus.
- Designs, coordinates, and implements training programs for personnel within the organization and its components regarding the nature and application operating policies and procedures.
- Manages and/or provides day-to-day leadership to various technical, professional, and/or administrative personnel engaged in specified project activities, as appropriate to the position.

e- AsiaTech Solutions Inc.

3rd Floor JRDC Building Osmena Boulevard Cebu City 6000

February 2009 – January 2011

Operations Manager

- Oversee activities directly related to providing quality services and client satisfaction.
- Review financial statements, Sales activities and reports and other performance data to measure and goal achievement and to determine areas needing cost reduction and program improvement.
- Direct and coordinate financial and budget activities to fund operations, Maximize investments and increase efficiency.
- Determines staffing requirements and interview, hire and train new management or oversee those personal process. □
- Oversees all aspect of program / account development including project completions, hitting of individual program quotas and making sure all Stats are met.
- Organize invoices of every program /account, authorizes payroll amounts if necessary and conducts regular staff meetings making sure that all managers and Team leaders meet their individual checkpoints and quotas

Global e-Staff Inc.

11th Floor Chatam Building, Corner Rufino and Valero St. Salcedo Village Makati City

August 2008 - February 2009

Corporate Sales Manager

- Manages the marketing and business development team of the company.
- Trains and develops new sales and marketing managers making sure that they are hitting their team programs and quotas.
- Communicates directly to clients abroad and making sure that they are satisfied with the services that the company provides.
- Researching and identifying sales opportunity, generating leads, target identification and classification.
- Maintaining relationship with all potential and existing clients.
- Ensuring proper servicing and after sales support to major clients.

Link Solutions BPO

4th Floor Smartnet Building Buendia Ave. Makati City

March 2007 – August 2007

Senior Sales Agent / Team Leader

- Develop a strategy the team will use to reach its goal
- Provide any training that team member needs.
- Communicates clear instructions to team members.
- Listens to team member's feedback and provides constant motivation to boost their confidence.
- Monitor team members' participation to ensure the training they providing is being put into use, and also to see if any additional training is needed
- Manage the flow of day to day operations.
- Reports directly to the Operations manager of the company and gives update on the team's progress.

CONVERGYS

5th Floor Convergys One Building Ayala Avenue Makati City

December 2005 – November 2006

Inbound Telemarketing Sales Advisor

- Receives incoming call from subscribers of the company.
- Provides top of the line customer service to all subscribers
- Ensures the continuity of clients subscription and educates them the advantages of having an active subscription.
- Provides different level of packages for customer satisfaction

Prudential Life Plans Inc.
Ayala Ave, Salcedo Village Makati City
Philippines May 2004 - December 2005

Tele/Sales Group Manager

- Monitors all the transactions of the telemarketers and sales agents.
- Weekly meetings to all tele-marketers and sales officers for motivation and problem solving.
- In-charge of all manpower on the team and the shifting of employee's monthly schedule.
- Assisting the regional manager on monthly meetings and agenda.
- Monthly production report.
- Expense and sales summary report.

Platinum Plans Inc.
14th Floor Philippine Stock Exchange Building Ortigas City
Philippines
May 2003 – May 2004

Sales Representative

- Assists and handle clients in the form of getting an agreement in the process of making a deal.
- One on one presentation with clients (handling objection and closing a deal)
- In charge of tele-marketers, trains and motivates.
- Monthly reports on productions and sales transactions

Education

Tertiary: Manila Adventist Medical Center & School of Medical Arts
Pasay City Philippines
(Bachelor of Science in Physical Therapy)
1999 – 2004

Secondary: Bridgewater Raritan High-School
(Somerset, New Jersey. U.S.A)

Elementary: Infant Jesus Montessori School
(Santiago City, Isabela)

Professional Strength: Ability to focus well under pressure.
Ability to handle and handle team and people.
Aggressive, confident, assertive, self-assured and self-driven.
Versatile, have quick adaptation on new procedures, marketing plans and strategies.

Personal Background:

- Date of Birth: February 15 1979
- Civil Status: Widower
- Place of birth: Dagupan City Philippines
- Age: 45 y/0
- Height: 5'9
- Weight: 198lbs

Character References: To be provided upon request.

I therefore attest that the information given are true and accurate.

Christian A. Gines

