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SUMMARY OF QUALIFICATIONS

Bank Corporate and Retail Sales Management | Subject-Matter- Expert for Bank Sales and Live Chat | Customer Service and Live Chat Support | Telemarketing and Inbound sales | Proficient in Intercom system | Proficient in Microsoft Office 365 and Google Office | Leadership skills | Excellent oral and written communication skills | Building Gaming Personal Computer (Hardware) | Can work under minimal supervision | Inspirational Preacher and Speaker | Seminar facilitator

WORK EXPERIENCE

Company: Bank of the Philippine Islands (BPI), Makati, Philippines
Group: BPI Agency Banking Sales Division - North Metro Manila

March 2023 – present

Position: Account Manager – Corporate Sales

July 2023 - present

- Serves as subject-matter-expert (SME) of internal and external partners regarding retail and corporate product solutions offered by the bank.
- Processes end-to-end customer onboarding from acquisition to after-sales management while maintaining good customer relationship with external company executives and representatives.
- Collaborates and organizes regular meetings with internal branch partners and other product partners to ensure seamless customer presentations and management to corporate, preferred and private banking customers.
- Conducts product presentations and briefings to customers
- Monitors program KPIs and provides performance reports for regular management presentations.

Position: Account Manager – Retail Sales

March 2023 – July 2023

- ✓ Passer: BPI's Bank Officer training certification program
 - Mapped out assigned territory for Retail sales opportunities.
 - Established network of influencers from government entities to non-government entities through constant updates on latest products and event schedules and benefits.
 - Organized and hosted field events in the assigned territory to promote bank services and acquire new retail customers.
 - Conducted and facilitated financial wellness seminars on importance of saving through bank and money management to potential customers.
 - Generated, analyzed and presented regular performance report using MS office tools.
 - Attended customer events, meetings and conferences and built rapport with various organizations.

Company: Accenture Inc. Manila, Philippines

May 2019 – Feb 2023

Position: Subject-Matter-Expert (SME) for Live Chat

May 2021 – Feb 2023

- ✓ Trainee: Emerging Leadership Program in preparation for Team Leader and Captain positions
 - Provided knowledge and support to over twenty (20) Live Chat Sales Specialists on processes to avoid regulatory breaches.
 - Conducted coaching and training sessions to agents on improving customer interaction and offers advisor guidance.
 - Showed comprehensive knowledge of products and services through continuous following of quality standards and self- improvement.

Position: Live Chat Sales Specialist

October 2020 – Feb 2023

- ✓ Consistent passer of Net Promoter Score (NPS)
- ✓ Consistent passer of the total score card within the Regulatory and Compliance standards
- ✓ Consistent on acquiring monthly performance bonus for passing score card.
 - Gives walkthrough to customers on the navigation of their online account.
 - Provides assistance and offers suitable packages based on clients' needs in relation to energy product and internet subscriptions utilities.
 - Handles transactions and complaints of costumers within objection handling training standards.
 - Assists potential costumers' inquiries and converts them to actual sign ups.

Position: Inbound Sales Call and Customer Service Representative

May 2019 – October 2020

- ✓ Consistent top Inbound (IB) sales agent for consecutive months October 2019 to February 2020
- ✓ Top Net Promoter Scorer (NPS) for the month December 2019
- ✓ Promoted from career level 13 to level 12 within less than a year only after start date
 - Provided support and sales promotion upgrade for energy product and internet subscriptions utilities to customers who are moving houses and renewing contract agreements.
 - Handled transactions and complaints of costumers within objection handling training standards
 - Assisted potential costumers' inquiries and converted them to actual sign ups.

INTERNSHIP EXPERIENCE

Social Security System- Baliuag, Philippines

September 2018 – December 2018

Position: Administrative Associate

- Planned and executed internal events. Processed and organized loan applications and company documents. Handled customer inquiries at the branch.

EDUCATIONAL BACKGROUND

Bachelor of Science in Business Administration Major in Marketing Management

College of Business Administration and Accountancy

Baliuag University (BU)

January 2016- December 2018

- ✓ **Completed-** Berlitz Customer Service with Interview Skills *(S.Y. 2018-2019)*
- ✓ **Completed-** System Analysis Program (SAP) Business One *(S.Y. 2018-2019)*
- ✓ **Passer-** Microsoft office certification exam *(S.Y. 2016-2017)*

Doctor of Dental Medicine

Undergraduate - College of Dentistry

Centro Escolar University of the Philippines, Mendiola, Manila (CEU)

2012-2015

Associate in Arts in Pre-Dentistry

Associate Graduate - College of Dentistry

Centro Escolar University of the Philippines, Mendiola, Manila (CEU)

2010-2012

TRAININGS

1. **Corporate Management**, BPI, Makati Philippines, December 2023
2. **Professional Development Training**, BPI, Makati Philippines, December 2023
3. **Product and Sales Training**, BPI, Makati Philippines, June 2023