

PAMELA N. ALINDOGAN

DEVELOPMENTAL ACCOUNT OFFICER

 Antonio Rivera, Manila City
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 pamela100998@gmail.com

PERSONAL PROFILE

A graduate of BS Business Administration year 2019, who is set on achieving goals and works well under pressure, with an understanding of marketing strategy for promoting and selling products or services; completed the Professional Employment Program by the Ayala Company and gained competence in Customer Service, Technical Support, and Sales Delivery.

OBJECTIVE

To obtain a creative and challenging position in an organization that gives me an opportunity for self improvement and leadership, while contributing to the growth of the company with my technical, innovative, and logical skills.

EDUCATION

The National Teachers College, 629 J. Nepomuceno St. Quiapo, Manila— Bachelor of Science in Business Administration, Major in Marketing Management
2015 - 2019

WORK EXPERIENCE

Suy Sing Commercial Corporation- July 2019- Present

● **Developmental Account Officer- October 2023- Present**

- ❖ Execution of overall sales Process
- ❖ Account Management
- ❖ Customer Care, Business Planning and Proposal
- ❖ Providing consultations to clients with their business growth

● **Customer Service Representative- July 2019-September 2023**

- ❖ Act as a reliver when Account Officer is unavailable
- ❖ Handling of Complaints promptly and satisfactorily
- ❖ Listing of Bad Orders
- ❖ Answering telephone calls, inquiries or quotations

WORK EXPERIENCE

Professional Employment Program (PEP) – OJT 2018-2019

- Customer Service Representative
 - ❖ Empathize with customers
 - ❖ Actively listen to customers concerns
 - ❖ Resolve customers concerns effectively
 - ❖ De-escalate customers concerns
- Technical Support Representative
 - ❖ Find the root cause of the customer's problems
 - ❖ Provide basic hardware and software support to customers
 - ❖ Resolve customer's problems
- Sales Agent
 - ❖ Probe for customers wants, interests and needs
 - ❖ Position product and service features and benefits
 - ❖ Handle customers objections

SKILLS

- Process Improvement
- Data-Driven Strategic Planning
- Cost-Benefit Analysis
- Proactive and Self Motivated
- Computer Technology: capable in Microsoft, Excel, Canva and Power Point as well as Google Drive applications
- Organizational skills
- Strategic planning and scheduling skills
- Time Management: Multi-tasking skills
- Verbal and written communication skills

AWARDS

2020-Team Category

Achieved 108% of 2020 Sales Target

2022- Top Sales Performer

Achieved 101% of 2022 Sales Target

2023-Team Category

Achieved 104% of 2023 Sales Target

REFERENCE

Jobelle Villas-Malit

Sales Team Manager

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Suy Sing Commercial Corporation
