

JOIADA T. DE ASIS

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PROFESSIONAL EXPERIENCE

INGRAM MICRO | Taguig City, PH | 14 March 2011 – Present

An American electronics company and information technology distributor. It is the world's largest wholesale technology products distributor. It distributes and markets a large variety of electronics which it sources from manufacturers such as Acer Inc., Apple, Cisco, Hewlett-Packard (HP), IBM, Lenovo, Microsoft, Samsung, and others. The company ranks 64th in the 2016 Fortune 500. It is headquartered in Irvine, California.

Supv, Sales Operations | 25 May 2019 – Present

Handling New Zealand Licensing (Quotes and Orders)

Sales Specialist | 25 July 2016 – 24 May 2019

Senior Licensing Order Entry and Resolution / Mentor

Sales Support Representative I | 14 March 2011 – 24 July 2016

Responsible for basic to moderately complex functions of Order Management and for executing job duties with speed and accuracy in a fast-paced environment. In addition to servicing the customer, the Sales Support Rep provides assistance and support to other members of the Sales Organization and Sales Support Teams, and Management. Organizes and sets priority of the assigned order entry workload for efficient execution. When appropriate, escalates issues and orders to a senior member of the Sales Organization and/or Management.

TELETECH | Pasay City, PH | Dec. 2008 – March 2011

A global business process outsourcing company headquartered in Englewood, Colorado. It serves more than 250 global clients across various industries, including the automotive, communications, financial services, government, healthcare, logistics, media and entertainment, retail, technology, travel and transportation industries.

Customer Service Associate

Provide exceptional service and support to ensure the satisfaction of the clients and the people they value the most – their customers. Listen to customer concerns, resolve issues in a timely fashion and ensure satisfaction in every transaction.

- Assigned as a subject matter expert (SME) for Online Front of House

EDUCATION

Bachelor of Science in Business Management
Major in Entrepreneurial/Cooperative Management
Southern Luzon State University | Lucban, Quezon, PH | 2008

TECHNICAL SKILLS

Proficient in Microsoft Office: Outlook, Word, Excel | SAP