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VAL MARTIN BANDIGAS

PROFESSIONAL SUMMARY

Results-oriented professional with a Bachelor's degree in Broadcast Arts and a proven track record in retail management, service leadership, and telecommunications. Seeking a challenging position where my strong organizational and leadership skills can be leveraged to drive operational efficiency, enhance customer satisfaction, and contribute to the success of a dynamic organization. Possessing certifications as a Safety Officer 1 and Front Office Service, I am committed to ensuring a safe and customer-centric environment while maximizing productivity and achieving business objectives.

PROFESSIONAL SKILL

- Leadership and Team Management
- Problem-solving and Decision-making
- Communication and Interpersonal Skills
- Customer Service Excellence
- Organizational and Time Management
- Training and Development
- Agile Mindset
- Budget Management

TECHNICAL SKILL

- Telecommunication Industry Knowledge
- Occupational Safety and Health Coordination
- Front Office Service
- Broadcasting
- Layout and Design
- Data Analysis
- Software proficiency
- Productivity software applications

WORK EXPERIENCE

Assistant Retail Manager **2017 - 2023**

Globe Telecom Inc.

Store Location: Robinsons Galleria and Ayala Malls The 30th

- Led retail operations for a telecommunications store for 6 years, overseeing sales, inventory management, and customer service.
- Developed and executed sales strategies that consistently exceeded revenue targets.
- Implemented effective merchandising techniques to showcase telecommunications products and drive sales.
- Led a high-performing team, providing training and support to ensure exceptional customer service.
- Supported the retail manager in overseeing day-to-day operations of a telecommunications store.
- Collaborated in developing and implementing marketing strategies to boost sales and enhance customer experience.
- Played a key role in managing inventory levels, ensuring product availability, and optimizing stock turnover.
- Conducted regular training sessions to keep the team updated on the latest telecommunications products and services.
- Submitted reports on sales performance, inventory levels, and customer interactions.

Achievements:

- Globe Excellence Award (GEA) 2023 Nominee
- Certificate of Recognition - Awarded for hitting SG Business target for the month of June 2023 with 110% revenue achievement.

- Certificate of Recognition - Awarded for hitting SG Business target for the month of September 2023 with revenue achievement of 105% achievement.
- Certificate of Recognition - Awarded for hitting SG Business target for the month of April 2022 with 125% achievement.
- Certificate of Recognition - Awarded for hitting the store target for All Products and achieved 100% QA Score for the year 2022.
- SG National Champion - awarded for achieving 326% SG Business Sales vs Target for June 2022.
- Best in Char - Churn MTD Performance for volume and revenue Region Wide - achieved the highest performance of 2% volume and 3% revenue on churn rate. Awarded during the Channel Management Mid-year Convention, year 2021.
- Most Outstanding Broadband YTD Performance Region Wide - achieved 107% volume and 113% revenue for the year 2021, awarded during the Channel Management Mid-Year Convention.

Service Team Lead 2016 - 2017

Globe Telecom Inc.
Store Location: Robinsons Galleria

- Assumed the role of Officer in Charge in the absence of the Retail Manager and Assistant Retail Manager, ensuring seamless operations during their absence.
- Established regular and effective communication channels with team members and immediate superiors, facilitating alignment with organizational goals and directions.
- Leads, motivates, and engages team members, fostering an environment conducive to achieving management-set goals. Identifies key strengths in team members, preparing them as "ready now" successors. Monitors team performance and provides constructive feedback for continuous improvement.
- Managed conflicts within the team, ensuring fair and applicable resolutions that address the concerns of all involved parties.

Achievement:
- Developed and standardized the official bills payment stub for Globe Telecom retail stores nationwide.

Retail Sales and Service Specialist 2015 - 2016

Globe Telecom Inc.
Store Location: Robinsons Galleria

- Responded to both general and specific customer inquiries regarding the company's products and services, guiding customers through the application process for both wireline and wireless services.
- Addressed and resolved a range of product and service issues, including customer complaints, broadband repair concerns, and inquiries related to handsets and phones.
- Processed account modification requests and creates job orders for both mobile and broadband services, expediting activation and installation processes.
- Undertakes the responsibility of achieving sales targets, focusing on both volume and revenue acquisition to contribute to the company's growth.
- Compiled and submitted the end-of-day report summarizing all activated accounts to the credit team for post-review, ensuring accuracy and completeness.
- Took charge of manning the Globe booth and actively participates in flyering activities during caravan events.

Retail Associate 2012 - 2015

Globe Telecom Inc.
Store Location: Robinsons Galleria

- Assisted customers in understanding and selecting appropriate telecommunication products and services
- Assisted customers in completing orders, processing transactions, and activating services.
- Encouraged up-selling and cross-selling of additional products or accessories
- Provided basic technical support and troubleshooting for customers with device-related issues.
- Participated in events or campaigns to increase brand awareness and drive sales.

Achievement:

- Awarded the "Globe 100% Club" month after month, recognized for excellence in mystery shopping and superior product knowledge (*for the year* 2014).

EDUCATION

Bachelor in Integrated Arts, Major in Broadcast Arts

University of Makati **SY 2008 - 2012**

- Graduated with high honors as Cum Laude, highlighting dedication to academic excellence.

CERTIFICATION

Basic Occupational Safety and Health (BOSH) for Safety Officer 1 July 2019

Department of Trade and Industry & Department of Labor and Employment

Front Office Services NC II Course January 2024

Technical Education and Skills Development Authority

TRAININGS

- Basic Occupational Safety and Health for SO1 Training, DOLE & DTI — July 2019
- Construction Safety and Health, DOLE & DTI — July 2019
- Certificate of Attendance - Retail Sales Operation Day Training (Alagang Globe) — August 2022
- Certificate of Attendance - Integrity in the Workplace — December 2019
- Certificate of Attendance - NGMA Coaching Re-Grow for Leaders - Globe Telecom Plaza — October 2019
- Certificate of Attendance - Everyday Leadership: Wonderful Results Through People - Globe Telecom Plaza — September 2019
- Certificate of Attendance - Retail Sales Operation Day Training (Going back to Basics) - Globe Telecom Plaza — July 2019
- Certificate of Completion - The 7 Habits of Highly Effective People- Globe Telecom Plaza — July 2018
- Certificate of Completion - Uplifting Service Champion - Course 100: Achieving Superior Service (Program 101 and 102) — June 2017
- On the job training (OJT)/Intern, GMA Network, Inc. — 2011 - 2012

REFERENCES

Lyn Sebial
Globe Telecom Inc. / HR Group

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