

# Edred Jose Ambrosio



## PROFILE

I am a people and results-oriented professional with 20 years of experience in different industries. To attain a challenging position in an organization which can further enhance my learnings, knowledge and skills. And to be able to contribute my trainings and skills for me to add value and success to the overall growth of the company.

 Doha, Qatar

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 55217473

## SKILLS

### Professional

Attention to detail  
Organization  
Critical Thinking  
Problem Solving  
Budgeting and Finance  
Coachable  
Team Player  
Customer Management  
Referral Marketing  
Photo Editing  
Video Editing

## PROFESSIONAL EXPERIENCE

### Sales Supervisor

Lyanna for Trading and Contracting/ October 2023- Up to Present  
Responsible in leading and managing the sales team to achieve targets and maintain high **customer** satisfaction. Overseeing of daily sales operation, mentoring team members and developing strategies to drive sales growth. And to maintain strong relationships with customers and ensuring excellent customer service.

- Supervise and lead a team of sales representatives to achieve sales goals and objectives.
- Monitor sales performance and provide coaching and feedback to team members to improve their skills and results.
- Develop and implement sales strategies and plans to drive business growth and meet targets.
- Conduct sales training and onboarding for new team members.
- Monitor market trends and competitor activities to identify opportunities and challenges.
- Handle customer complaints and inquiries, ensuring timely resolution and customer satisfaction.
- Prepare sales reports and analyze data to track progress and identify areas for improvement.
- Collaborate with other departments, such as marketing and operations, to align sales efforts with business goals.
- Maintain a positive and motivating work environment for the sales team.

### Sales Representative

*Modern Home-iSpace Apple Premium Reseller*  
/ July 2011- August 2023

Responsible for building and maintaining relationship with customers, promoting products or services and generating sales. Increase revenue by meeting or exceeding sales target and providing excellent customer experience. Assist warehouse operation and ensuring timely delivery of goods to maintain healthy stock to meet customer demands. Designated as acting assistant supervisor.

## EDUCATION

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### **Adamson University Manila, Philippines**

Bachelor of Science in  
Electronics & Communications  
Engineering  
1998-2004

## SKILLS

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### **Technical**

Microsoft Word Excel Power Point  
Pages, Number & Keynote  
Apple Product Professional  
Point of Sale System  
Bookkeeping  
Oracle  
Data Visualization  
System Analysis  
Mathematical Ability  
Machine Learning  
Adobe Photoshop  
Adobe Premier Pro  
Adobe Express

## PROFESSIONAL DEVELOPMENT

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### **Customer Service Skills**

Darwish Holding / Lagoon Mall  
June 2014

### **Personal Development Plan**

Darwish Holding/ Lagoon Mall/  
February 2014

### **Apple Product Professional**

Apple / Online  
December 2014

### **FMEA Training**

Lite-On Semiconductor / Dyna Image  
Corporation / March 2006

## PROFESSIONAL EXPERIENCE / CONTINUED

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- Sales Generation: Actively engage with potential customers to promote products or services, generate leads, and close sales. This involves making outbound calls, responding to inquiries, and utilizing various sales techniques to meet or exceed sales targets.
- Inventory Controller: Monitor and control stock levels. Schedule replenishments and send orders, supervised by the warehouse manager and product managers. Provide weekly report to the inventory manager detailing inventory status. Contribute to inventory forecasting using data, trends, and customer demands. Ensure product lines adhere to agreed rate's structure and pricing policies.
- Order Processing and Documentation: Process customer orders accurately and efficiently, ensuring all required documentation is completed. Collaborate with internal teams such as logistics, finance, or customer support to ensure timely delivery and resolve any issues.

### **Technical Support Representative**

SITEL GROUP / 2008 – 2011

Provide technical support through the monitoring and maintenance of computer systems, networking and Lexmark Printers. This includes installing and configuring computer systems, diagnosing hardware and software faults and resolving technical and application problems either through phone, email or remote desktop access.

- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Identify opportunities to upsell or cross-sell additional products or services to existing customers, thereby maximizing sales revenue and enhancing customer value.
- Guides users through diagnostic and troubleshooting processes, which may include diagnostic tools and software and/or following verbal instructions.

### **Production Support Engineer**

*Liteon Semiconductor Philippines / 2005-2008*

Assist the production line and undertake a variety of task such as solving technical issues, identifying the causes of problems and evaluation application.

- Assist in the implementation of production environment, deploying new application features and acting as a liaison for the client and other internal technical teams
- Lead the effort to maintain applications and their production hosting environments.
- Apply patches to servers, configuration changes and upgrades to highly critical application.
- Provide oral and written technical problem root cause analysis, resolution and application support.
- Provided 98% production rate by creating a functional testing procedure eliminating substandard raw material, lowering system down time and lowering production testing time.