

# CARMELA MAE F. QUIPOT

## CUSTOMER SERVICE

Dubai, United Arab Emirates

E-mail: [alemracq@gmail.com](mailto:alemracq@gmail.com)

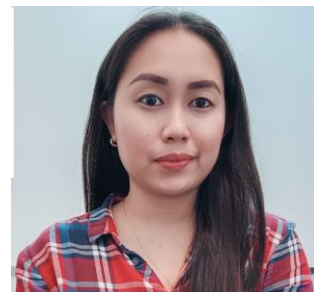
Mobile: +97150-497-2499

### **OBJECTIVE**

To secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

### **KEY SKILLS**

- Can work under pressure
- Have a high sense of responsibility
- Computer literate
- Can communicate English language well
- Multitasking
- Strong interpersonal skills
- Active listening
- Microsoft office (Word, Excel & Power point)
- Net Browsing & Email application



### **PROFESSIONAL EXPERIENCED**

#### **The Thought Factory (Etisalat channel partner)**

Date : March 2021 – present  
Address : JLT Dubai United Arab Emirates

#### **Responsibilities:**

- Initiating sales with potential customers over the phone.
- Asking questions to engage customers and keep the conversation going.
- Answering questions about products or the company
- Handling customer's complaints
- Back office support
- Keeping up to date on all products and informing customers of new products.
- Helping the team to train newly hired employees about the product

#### **Surani Group of Companies MBM (Etisalat channel partner)**

Date : August 2019 - February 2021  
Address : Business Bay, Dubai United Arab Emirates

#### **Responsibilities:**

- Initiating sales with potential customers over the phone.
- Asking questions to engage customers and keep the conversation going.
- Listening to the customers' needs to generate repeat sales.
- Gathering and documenting customer information, payment methods, purchases, and reactions to products.
- Keeping up to date on all products and informing customers of new products.
- Answering questions about products or the company
- Meeting sales quotas.

**TeleTech Customer Care Management**

Date : April 2016 – June 2019

**Responsibilities:**

- Manage large amounts of incoming phone calls
- Follow communication procedures, guidelines, and policies
- Keep records of customer interactions, process customer accounts and file documents
- Making sure that HIPAA is verified before disclosing the customer's personal details
- Nesting support to newly joined team
- Call verifier
- Floor support agent
- Giving correct and accurate information to customers

**SPI Teleflora BPO Company**

Date : February 2013 – February 2014

Address : Philippines

**Responsibilities:**

- Manage large amounts of incoming phone calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits.
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines, and policies

**Radio Disc Jockey (DYFU-FM 101.3 Greyhound 101)**

Date : April 2012 – November 2012

Address : Philippines

**Responsibilities:**

- Supporting administrative staff.
- Conducting marketing research
- Assisting front office staff in maintaining the office premises, scheduling events, and organizing meetings and appointments.
- Supporting sales staff in handling and documenting customer accounts
- Preparing reports on competitor product analysis
- Ordering supplies and keeping track of the usage,
- Helping HR in conducting interviews
- Ensuring if everything is working in a perfect manner

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### **EDUCATION**

**School** : Foundation University  
**Address** : Dr. Meciano Rd, Dumaguete City, Philippines  
**Course** : Bachelor of Arts Major in Broadcast Communication Mass Communication  
**Date** : 2010 -2016

### **PERSONAL DETAILS**

**Birth Date** : December 10, 1991  
**Gender** : Female  
**Nationality** : Filipino  
**Marital Status** : Single  
**Languages** : English, Tagalog & Visaya.

I hereby certify that all data's are correct as supported with the authenticated documents.