



## SUGAR IKEM MACHUCA BULALAGUE

### PROFILE

I am an approachable, motivated, confident, and experienced individual who excels at sales, administration and **customer service** and makes significant impact on quality customer service and revenue generation of an organization. My understanding of sales, administration and standard of customer support process extends to human and emotional aspects in order to achieve organizational goals and delivers excellent support service and customer satisfaction. Having strong social skills allows me to develop well-built / secure relationships with clients, colleagues and stakeholders.

### CONTACT



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## EDUCATION

**Bachelor of Science in Business Administration** major in Marketing from the **University of Eastern Philippines**, University Town, Northern Samar, Philippines

## WORK EXPERIENCE

**SALES EXECUTIVE / STORE IN-CHARGE**  
**DU TELECOMMUNICATIONS WITH IPAY FOR ALL LLC.**  
**FEBRUARY 2015 – AUGUST 2022**

- Actively promote and sell company products; provides relevant and accurate information to customers for better understanding of the products / services and what type of contract customers are signing for

- Handles customer concerns and issues regarding their lines / packages and subscriptions and empowering co- staff members to educate and deliver an exceptional / quality customer service to improve satisfaction and deepen their relationship with the company

- Close monitoring to ensure sales target achievement; accurately performs **cash counter transactions / billing and payments (cash, card, cheques)**

- Responsible for daily monitoring and safe keeping of shop's valuable items, devices and cash, thus, perform constant fictitious / inventory of stocks.

- Maintain data base for weekly / monthly reports of shop and staff's sales performance, along with other administration reports like finance, store and staff KPI, stocks, petty cash, etc. required by management

- Manages and coordinates among staffs' daily shop operation, stocks, targets and sales, and escalations, end-of-day finance report, latest update on products and services

- Responsible in coordinating with different departments for shop supplies procurement, approvals and permits for regular shop and system inspections, works and maintenance

- Ensure that entire team are always updated with the latest systems procedures / changes (BSCS / CRM / DSP / POS, others)

- Responsible in ensuring that all team members are updated and in line with the latest changes, business rules, and updates on company's products and services to make sure that relevant and proper information are as well cascaded to customers

## SKILLS

Expertise in effective customer service/support and sales process and techniques

Excellent communicator and relationship builder

A pro-active, organized, and excellent team player

Administration and enterprise system (CRM, BSCS, POS, DSP...), MS Office, Email,

Target driven and motivated

Client support and resolution aiming in building good relationship, loyalty and retention

## LANGUAGE

English 

Tagalog 

## COMPETENCIES

Fast-learner and willing to be trained for effective and efficient work performance

People – oriented and able to work independently as well as in a team.

Computer literate and can work solely with minimal/without supervision.

Hard-working, dedicated and always willing to learn new things and ideas for self-advancement to meet company expectations and goals

Capable of multi-tasking & remain calm and professional even under pressure to meet goals or deadlines

Reliable ability to maintain positive attitude in handling work related conflict situations.

### SALES EXECUTIVE / CUSTOMER SERVICE DU TELECOMMUNICATION WITH SAMSON TECHNOLOGIES LLC. JANUARY 2013 – DECEMBER 2014

- Sells company products and services for customers.
- Dealt with consumer mobile and home services connection.
- Proactively promote and upsell existing product offers to customers.
- Attends customers' queries and concerns and escalates as to provide resolutions aiming to retain and continuous patronage of clients to company's products and services.
- Responsibly manages till /cash, accurately balances transaction for each day.
- Ensures daily and monthly sales and targets are achieved.
- Following proper communication, procedures /policies to ensure the deliverance of good and quality customer service

### SALES MERCHANDISER MELISA TRADING LLC. RAS ALKHOR 5, DUBAI, UAE FEBRUARY 2009 – AUGUST 2010

- Receive and display company-item deliveries.
- Follow up invoices, local purchase orders, company cheques.
- Assisting costumer needs, promote and sell company's merchandise.
- Maintain awareness on promotions and advertised items.
- Assist in completing product price changes within the department.
- Perform items inventory regularly to monitor fast-and-slow moving items.
- Practice quality customer service and develop selling techniques to market the company merchandise as well as maintain regular customers.
- Actively participate on overnight products implementations.
- Perform quality visual merchandising daily.
- Develop good professional relationship toward company-staffs on the assigned outlet as well as to the costumers.

### OFFICE CLERK / RECEPTIONIST BEATRIZ ANTONIA LAND MANAGEMENT VENTURE, LTD. CO, PHILIPPINES MARCH 2006 - MARCH 2008

- Welcomes, attends clients' queries
- Maintains office file records systematically to ensure fast access when needed.
- Collection, safe-keeping, and remittance of payments from leases' & receipts' issuance
- Data entry of other administrative details and informations; issuance to clients' memos from office.
- Processing clients' documents / credentials.
- Coordinate and maintains office supplies and other office necessities
- Update /reporting to the administrator for the daily office operation.

**PROGRAM ASSISTANT / RECEPTIONIST  
TAYTAY SAN KAUSWAGAN INC.  
CATARMAN NORTHERN SAMAR  
MAY 2003 - NOVEMBER 2005**

- Assist client's queries and concerns.
- Assessment, validation and preparation of documents / credentials of TSKI members for their loan applications
- Assisting members during releasing of applied loans
- Organization of weekly meetings for cash collection and remittance of weekly payments from members of each TSKI centers.
- Maintain the file records of the TSKI members for easy and fast retrieval
- Reporting to the area supervisor regarding the daily outcome of each center meetings.
- Tight implementation of the company's policies as well as members' obligations toward TSKI.

**On-the-job Training (OJT)  
COCA – COLA BOTTLER'S PHILIPPINES INC., TACLOBAN CITY  
PLANT, PHILIPPINES  
APRIL 2002 - JUNE 2002**

- Filing cheque vouchers and journal vouchers by sequence from various sales offices.
- Segregation of sales invoices accordingly by dates and sales offices.
- Stamping and process documents from audit department.
- Computation of cash summaries from different sales office.
- Immediate response to CCBP staffs' additional given office works.