



## JOEL MEERK MACAROY

### Sales and Customer Service

Phone: 0562261884

Email: joelmeerk9@gmail.com

Industry Experience: 7 years

#### PROFILE SUMMARY

Experienced sales and customer service personnel that deals with clients and ensures customer satisfaction. Provides excellent customer service by having comprehensive product knowledge and keen attention to details which leads to building customer relationship, acquiring sales and achieving business results.

#### CORE COMPETENCIES

- ✓ Time Management
- ✓ Strategy Development
- ✓ Customer Service
- ✓ Problem Solving
- ✓ Marketing and Industry Insight
- ✓ Communication

#### TECHNICAL SKILLS

- ✓ Microsoft Office
- ✓ Database
- ✓ Mindbody Software
- ✓ Product Knowledge
- ✓ Production Planning
- ✓ Inventory Management

#### WORK EXPERIENCE

##### Sales Executive

Melodica Music Center LLC – Dubai, United Arab Emirates  
(November 2021 – Present)

Job criteria:

- Present, promote and sell products using solid arguments to existing and prospective clients.
- Establish, develop and maintain positive customer relationship.
- Providing appropriate solution to customer complaints.
- Achieve sales target and outcomes within schedule.
- Supplying manager with reports on customer requirements, complaints, interests, and potential for new products and services.
- Maintaining inventories and ensures product displays are appropriately arranged.
- Update system with clients' order, stock replenishment, inventory status, client's concerns, etc.
- Ensure product knowledge on newly introduced product and services in the market.
- Ensure business processes are followed for all client's payment transactions.

##### Forecourt Customer Service

ENOC Retail LLC – Dubai, United Arab Emirates  
(August 2019 – November 2021)

Job criteria:

- Assisted customers in determining methods of dispensing petrol.
- Kept solid customer relationships by attending to customer questions and concerns promptly.
- Ensured payment transactions are properly observed and generated reports are available at all times.
- Responded to customer complaints to resolve conflicts.
- Achieved KPIs, met business targets and customer expectation.
- Generated ticket sales and meeting sales target.
- Managed database records and reported customer service issues.
- Maintained safety working environment by safety hazard protocol compliance.

##### Utility Messenger

GM Bank – Pampanga, Philippines  
(January 2018 – July 2019)

Job criteria:

- Collected documents from clients and ensured on time delivery to the bank.
- Handled client disputes and ensured resolution of issues promptly
- Maintained client confidence in the business.
- Discussed services with clients and recommended suitable services to them.
- Provided excellent customer service at all times.
- Performed general office duties in the organization.

**Non-voice Agent**

Sargas Inc. – Pampanga, Philippines

(April 2017 – July 2017)

Job criteria:

- Completed video tagging task periodically.
- Maintained excellent client relationship.
- Ensured accurate count required as per the given task.
- Managed database records and generated reports for management supplication.
- Responded to management task demand promptly and effectively.

**Service Personnel**

Beer Carnival – Pampanga, Philippines

(October 2015 – January 2016)

Job criteria:

- Presented products and services, provided detailed information and served order to customers.
- Acquired accurate orders, using POS software or order slip.
- Used active listening techniques to elicit customer demands.
- Resolved customer issues and complaints.
- Maintained positive relationship with customers.
- Delivered high-quality customer service.
- Met service standards and complied to business protocols.

**EDUCATION****Bible Baptist**

College Asia, Cavite, Philippines

June 2011 to March 2012

**High School**

Zeferino Arroyo High School, Iriga City, Philippines

June 2006 to March 2010