



# Honey Mae Marquez

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## Profile

I'm a driven professional with a deep passion for film and media, with proven sales and customer service expertise across diverse industries. A highly proficient individual who executes strong time management and prioritization skills with an eagerness to learn and grow professionally.

## Skills

### Adobe Photoshop and Canva

Photo Editing and Graphic Design



### Microsoft Word, Microsoft Excel, and Microsoft PowerPoint



### DaVinci Resolve

Video Editing and Colour Grading



### Google Drive, Google Calendar, Google Sheets, and Gmail



### Social Media Manangement

Twitter, TikTok, Instagram, Facebook Ads Manager, and Buffer



## Professional Experience

### **SALES EXECUTIVE**, *Restonic Middle East*

07/2021 – 07/2023 | Dubai, UAE

- Handled customer inquiries and complaints via social media platforms and the company website; kindly and ethically resolved 100% of issues without escalation.
- Researched new and current product improvements by remaining updated on industry trends, market activities, and competitors.
- Maintained strong client relationships by providing relevant information and guidance through researching and recommending new products and services.
- Assisted with marketing potentials of new and existing showroom locations.
- Supervised all aspects of social media and website interaction between customers and the company. Furthermore, ensuring a positive customer service experience.

### **MEDIA SERVICES MEMBER**, *EXPO 2020*

01/2022 – 03/2022 | Dubai, UAE

- Collaborated and assisted media representatives from across the globe, including hosts, journalists, broadcasters, and photographers to Expo venues.
- Arranged booking and reservations for guests on behalf of media teams in the Expo Media Center.
- Monitored and logged movements of hired media equipment during shows, performances, and conferences.

### **CUSTOMER SERVICE REPRESENTATIVE**, *Converge ICT*

06/2019 – 02/2020 | Philippines

- Handled large volume of calls on a day-to-day basis in a sense of calm and professional manner.
- Proactively managed and resolved customer concerns through step-by-step solutions resulting in a high satisfaction rating.
- Placed follow-up calls on all customer complaints to increase customer retention rates.

## Education

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### **DIPLOMA IN MOBILE APPLICATION AND WEB DEVELOPMENT,**

08/2017 – 03/2019 | Philippines

*STI College San Jose*

- Used programming and markup languages such as Java, C#, and HTML to develop websites and software for smartphones, most commonly for Android.

## Languages

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### **ENGLISH**

*Highly proficient in speaking and writing (C2)*

### **FILIPINO**

*Native Speaker*