



# COLLEN SUAYBAGUIO

Sales Associate

Customer Service Representative

## PROFILE

An experienced sales associate and customer services representative specializing in retails, hospitality, and business process outsourcing (BPO). Have done excellent work with retail brands, airports, resorts, entertainment, and bpo.

## CONTACT ME

 050 924 9068

 suaybaguiocollen@gmail.com

 Al Jahily, Al Ain,  
United Arab Emirates

## EDUCATION

**Bachelor of Science in  
Tourism Management**  
June 2012 - March 2016

JOJI Ilagan College of  
Business and Tourism  
Davao City, Philippines

## ➤ EXPERIENCE

### **MAX FASHIONS OF LANDMARK GROUP, UAE**

**Assistant Head Cashier / Sales Associate**

May 2022 - January 2024

- Pre and balance the store safe for the opening and closing business.
- Sending DSR reports, sales reports to finance team and keep updating with management team.
- Ensure all the cash SOPs well maintaining.
- Controls company assets by meeting all loss prevention measures.
- Training and evaluating staffs.
- Running all the cash desk promotion and well maintained.
- Create a positive atmosphere by greeting and assisting customers, and responding to customer inquiries and complaints.
- Ensure all KPIs are well maintained and increasing as well.
- Serves customers by helping them select products.
- Drives sales through engagement of customers, suggestive selling, and sharing product knowledge.

## SKILLS

### *Language Skills*

Filipino - native speaker

English - advance competence

Cebuano - mother tongue

### *Technical Skills*

Proficient in MS Word, Excel & PPT

Proficient in the use of internet through research

## PREVIOUS WORK EXPERIENCE

### *Lianna's Garden Resort*

#### *Receptionist*

Island Garden City of Samal

Philippines

Nov. 2016 - Dec. 2017

### *Camp Holiday Resort*

#### *Receptionist*

Island Garden City of Samal

Philippines

April 2016 - August 2016

### *Clark International Airport*

#### *Ground Attendant*

Pampanga, Philippines

April - June 2015

## PERSONAL BIO

Age: 27

Marital Status: Married

Visa Status: Cancelled Visa

## FLATWORLD SOLUTIONS, PHILIPPINES

### *Customer Service Representative*

June 2020 - January 2022

- Customers' questions concerning their orders were answered, reimbursements were processed, and emails were sent to them.
- Managing consumers with variety of concerns and personalities.
- Ensure that customers are satisfied and that they received the appropriate customer service, even if it is via email.

## ALORICA TELESERVICE INC, PHILIPPINES

### *Customer Service Representative*

July 2018 - March 2020

- Take customer calls and provide accurate, satisfactory answers to their queries and concerns.
- De-escalate situations involving dissatisfied customers, offering patient assistance and support.
- Call clients and customers to inform them about the company's new products, services, and policies.
- Guide callers through troubleshooting, navigating the company site or using the products or services.
- Review customer or client accounts, providing updates and information about billing, shipping, warranties, and other account items.
- Collaborate with other call center professionals to improve customer service.
- Help to train new employees and inform them about company's customer management policies.