

VIANCA MARIE VINLUAN

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CAREER OBJECTIVES

To secure a position where I can leverage my communication skills, friendly demeanor, and knack for problem-solving. I aim to contribute to a positive and efficient workplace by delivering exceptional service to clients. With a focus on organization and adaptability, I am eager to create a welcoming environment and efficiently handle various tasks to ensure a seamless experience for both customers and colleagues.

PERSONAL INFORMATION

Date of birth: May 04, 1997

Nationality: Filipino

Age: 27

Language: English and Tagalog

Civil Status: Single

WORK EXPERIENCE

Sales Coordinator – April 2024 – August 2024

Concept Zone Exhibition and Fixtures FZCO

- Cold calling: Directly contacting potential and existing clients via phone and email.
- Creating leads or list of companies who previously participated with the exhibition.
- Maintained customer databases and tracked sales progress, ensuring timely follow-ups and communication.
- Supported the sales team in meeting targets and improving customer satisfaction.
- Handling customer's inquiries about the services we offered.

Customer Experience Agent – July 2018 – December 2023

Alorica Teleservices, Inc.

- Followed the business process in resolving customer's concern.
- Arranging refund, replacement, partial refund and amending customer order and account details.
- Contacting third-party suppliers and carriers to confirm the whereabouts of the order.
- Ensured that all customer data was kept confidential per Data Privacy Act.
- Verified the accuracy of the customer account information prior to processing any transaction.
- Assisted customers with their queries and concerns about their orders in a friendly and timely manner.
- Update customer's account information when requested.
- Developed strong customer relationship by providing excellent customer service and responding to inquiries promptly.
- Transferring calls or forwarding emails to a different department when needed.

EDUCATION

Virgen Milagrosa University Foundation (Academic Year 2014-2018)

- Bachelor of Science in Business Administration major in Financial Management
- Cumulative General Weighted Average: 87.04 or 2.25
- Recipient of Virgen Milagrosa Drum and Bugle Corps Scholarship (Flagbearer and dancer)

CERTIFICATES

- Introduction to Front Office (Dubai College of Tourism – 02/27/2024)