



MARK JASON TIONGSON

SALES/ FRANCHISER/RECEPTIONIST /
SECRETARY

SUMMARY

Mark Jason Tiongson (Mark) is multitasking with the ability to manage multiple high-priority assignments and develop solutions to challenging business problems. He holds a proven reputation with a consistent history of exemplary performances, reviews and recognition.

Mark is well focused, and he gives his 101 percent to whatever duty lies ahead.

CONTACT

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EXPERIENCE

SHARAF EXCHANGE L.L.C. (DUBAI)

EXECUTIVE CUSTOMER SERVICE

JANUARY 2024 – CURRENT

- Process remittances local and international
- Perform cashiering duties
- Responds to customer inquiries by understanding inquiry
- Reviewing previous inquiries and responses.
- Carry out smooth and error -free transactions within the branch
- Ensuring all activities are completed within timescales with accuracy
- Keeping a clean, organized work area and a professional appearance. Handling currency, transactions, and confidential information in a responsible manner.
- Using software to track information and generate reports. Following all financial and security regulations and procedures.

IRHAM HEALTH CARE MEDICAL CLINIC (DUBAI)

RECEPTIONIST

JUNE 2023 – OCTOBER 2023

- Answering screening and forwarding incoming phone calls
- Receiving and sorting daily mail
- Sending the laboratory reports directing to the patients
- booking patients for dental checkups and for general check-ups
- Receiving patients' payment daily and depositing the revenue sales end of the day
- Ordering dental equipment and general medicines monthly to the suppliers
- Accepting all the invoices and sorting
- Making the schedule of the nurses and the doctors weekly
- Registered Walk-in patients

LBC EXPRESS (PHILIPPINES)

ASSOCIATE CUSTOMER / TELLER

AUGUST 2016– FEBRUARY 2023

- Accept shipments from customers following LBC's standards and acceptance rules.
- Process remittances local and international
- Perform cashiering duties
- Do daily sales and money deposit of all customers.
- Safe keeps all acceptances for the day and must see to it that they are forwarded/ turned over during cut off time.
- Responds to customer inquiries by understanding inquiry
- Reviewing previous inquiries and responses.
- Handles sales, recording and reporting of all items

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STRENGTH

- INITIATIVE
- QUICK LEARNER
- SELF-CONFIDENCE
- HONEST
- SINCERE AND HARD WORKING
- RESULTS ACHIEVER

- Carry out smooth and error -free transactions within the branch
- Ensuring all activities are completed within timescales with accuracy

CHARLES & KEITH (PHILLIPINES)

SALES ASSISTANT

APRIL 2015- JULY 2016

- Greeting customers and offering assistance
- Recommending products or merchandise to help customers
- Answering questions and addressing concerns
- Taking payments for purchases and packaging purchases
- Stocking merchandise and creating displays
- Receiving, processing, and organizing shipments and deliveries accordingly.
- Restocking depleted or low shop items and ensuring that the sales floor is organized according to established guidelines.
- Assisting customers in locating desired shop items.
- Informing customers of shop promotions to encourage purchases.
- Performing regular price audits to identify and correct price discrepancies.
- Performing end-of-day cleaning duties, which include wiping down windows, mirrors, and fixtures as well as sweeping and mopping the shop floor.
- Addressing and resolving customers' complaints in a professional manner.
- Processing customer payments using the shop's Point of Sale (POS) system.
- Maintaining an in-depth knowledge of store items to provide advice and recommendations as needed.

GLOBE TELECOMMUNICATION (PHILIPPINES)

CUSTOMER CARE SPECIALIST / SALES AGENT

MARCH 2012 - MARCH 2015

- Provide customer administrative and after-sales productivity and assistance to the Sales Force
- Projects a professional and reliable company image through phone interaction
- Provides administrative support to the sales and marketing team in its daily operations in an efficient, workmanlike, and professional manner
- Sell telecommunications products and services to both individuals and companies in the best possible manner and in such a way that the customer or client is completely convinced of making the purchase and is also satisfied with the products and services.

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- Pursue sales target objectives for assigned territories/field sales associates and conduct long- term sales follow- up to key customers.
- Identify, contact and build relationships with prospective customers through a combination of telephone and in-person cold calls, networking and referrals to obtain appointments.
- Maintain database with accurate and current customer and prospect information.
- Submit pricing and pre-qualification requests reflecting the client's requirements
- Create and maintain an updated database in sales database including all activities, partners, and opportunities with their current status.
- Capture and review any competitive intelligence gathered and proactively communicates this information to marketing.
- Fulfill other duties and responsibilities as assigned.

Wellworth (Philippines)

Customer Service/Receptionist

November 30, 2010 –January 31, 2012

- Ensure proper organization of the store
- Respond to customer complaints and questions
- Educate and enlighten customers on product prices and details
- Handle issues of return, exchange and refund

EDUCATION

**Institution: Datamex Institute of Computer
Technology**

Hotel and Restaurant Services

*I hereby declare that the above given information are correct to my
best of knowledge and belief.*