



KIP

47

FOR 2ND INTERVIEW

1/25/19 @ 11:15PM

120-C Escario Ext. Brgy. Camputhaw, Cebu City

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princessforesca948@gmail.com

FOR BEN JAN. 30

11:00 PM

CSR-Voice

3 yrs - married - no kids

Princess F. Labastida

CS: J-J

SE: 15K-18K basic 21K-22K AI

DA= February 2nd

12K basic 21K AI

OBJECTIVE

"Obtain a position as a team-player in a people-oriented organization where I can maximize my customer service experience in a challenging environment to achieve the corporate goals."

SUMMARY

I'm 26 years old and currently a Branch Manager of George Optical Inc., a company who have been the forefront of professional eye care services for 58 years. I am a motivated joiner with well developed skills and experienced in Eye care Customer Service since 2009. I like to set my goals which will I achieve and always plan ahead to make sure I managed my time well. I am always enthusiastic to learn to improve impressive customer care service and undertake new challenges to help me improve more.

not able to go to College - financial reasons

EDUCATION

- Lahug Night High School
Gorordo Ave. Lahug, Cebu City
S.Y. 2005-2009
- Lahug Elementary School
Gorordo Ave., Lahug, Cebu City
S.Y. 2000-2005
- Sixto Babao Elementary School
Bunawan, Davao City
S.Y. 1999-2000

? ipily: weekends

WORK EXPERIENCE

Branch Manager | George Optical Inc.
September 2016 up to present

Job Description:

- Ensure smooth operations of the practice and profitability.
- Possess effective leadership and proper management of the team.
- Able to discipline, mentor, coach and train the people to drive them towards performance improvement.
- Responsible to provide exceptional customer service for both internal and external customers.
- Observe and analyze the market. Would assess internal and external factors of the sales performance.
- Forecast, strategize and create concrete action plans to deal the hurdles and barriers with consideration of pros and cons.
- Accountable, take risk and always come up with objective and fair judgement.

Receptionist and Optical Associate | George Optical Inc.
July 2012 to September 2016

Job Description:

- Cash handling of company's funds, admin and clerical works.
- Keep track on the inventory management and accounts receivables.
- Able to provide excellent customer service through responding telephone inquiries and phone appointments. Respond to email promptly.
- Secure the confidentiality of patient's information and encoded properly in system.
- Accuracy in ordering and receiving stocks from suppliers and good record card keeping of the transmitted items for future reference.
- Closely work with customers to determine their needs, answer their queries of the products and recommend the best solution.
- Able to promptly deliver the service and ensure ultimate satisfaction.
- Professionally good in sales, handle objections well and pro-actively assist the clients.
- Product knowledgeable, able to probe and assert the benefits of the products.
- Ability to interpret the report and able to encode correct entries with correct discount code and cash procedures.

AI = 12K
AI Minimum wage 366 +



ACHIEVEMENTS

- ✓ 3rd place in the Acuvue "To See is to Believe" Practice Sales Contest for Jan.-Mar 2013 Sales Performance
GEORGE OPTICAL INC., SM CEBU
- ✓ Hit the Sales Target for the Month of February 2013
GEORGE OPTICAL INC., SM CEBU
- ✓ Hit the Sales Target for the Month of May 2013
GEORGE OPTICAL INC., SM CEBU
- ✓ Hit the Sales Target for the Month of June 2013
GEORGE OPTICAL INC., SM CEBU
- ✓ Professional Salesmanship Training from Pilot Consulting
March 24-25, 2014
GEORGE OPTICAL INC., SM CEBU
- ✓ Subtrainer of the Customer Service Department for the Year 2015
GEORGE OPTICAL INC., SM CEBU
- ✓ Promoted from Receptionist to Branch Manager in September 2016
GEORGE OPTICAL INC., SM CEBU
- ✓ Breakthrough Coaching and Mentoring Workshop from Coachmay Inc.
May 21-22, 2018
GEORGE OPTICAL INC., SM CEBU
- ✓ Loyalty Award for 5 years in Service
December 2017
GEORGE OPTICAL INC., SM CEBU

Secretary and Receptionist | Eyebrowse Optical *6mos* December 2011 to June 2016

Job Description:

- Assist the customers in the selling area and helped them in choosing the best product for their eye care needs.
- Received, tagged and does quality control of the items arrived for branch distribution.
- Processed payments in every client through cash or bank terminals. Issued receipt with correct details.
- Oversee the branch and ensure smooth operation in absence of the owner.
- Issued check and request bank statement with the assistance of the owner.
- Processed Business Permit, taxes and other documents needed for the business.
- Would visit the branches to audit and does a physical count inventory.
- Assist the other branches for their lenses ordered and communicate with the supplier for exact prescription needed.
- Relieve branches in the absence of Receptionist and would assist the doctor in getting the visual acuity.

Sales Associate and Cashier | Fernandez Eye Clinic - *started working 17-21* September 2009 to December 2011 *2 years 3mos RPL: Clinic was caught*

Job Description:

- Help and assist the customer in choosing the best frame and lenses.
- Issued receipt and process payments through cash or card terminals.
- Accuracy in ordering the lenses of the client and make sure that it will be delivered on time.
- Organized in receiving stocks from the supplier and distribute to other branches. Make sure that the deliveries were secured.
- Clean the selling area and make sure the displays are enticing.
- Have an extra mile by going to supplier's office in the absence of messenger.

REFERENCES

Dr. Socorro Corazon Banzon

Senior Optometrist, GEORGE OPTICAL INC.
+63 932.866.4470

Mr. Rodwel Poral

Operations Manager, GEORGE OPTICAL INC.
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Ms. Khrean Kristeil Navaja

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