

FRANCE FLORENDO

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Naga City, Camarines Sur, Philippines

PROFESSIONAL SUMMARY

Energetic and optimistic individual with over 7 years of professional experience assisting customers in solving complex issues. Maintains a high standard of reliability & quality when providing service to clients. Enthusiastic worker eager to contribute to team success through hard work and excellent organizational skills.

WORK EXPERIENCE

Customer Service Representative

Sep 2022 - Present

Concentrix • Naga City, Philippines

- Provided a positive and welcoming experience to members, being empathetic and answered their inquiries thoroughly and professionally.
- Answered customer phone calls, emails, and responded to questions and concerns.
- Identified and assessed customers' needs to achieve satisfaction
- Built sustainable relationships and trust with customer accounts through open and interactive communication

Immigration Consultant

May 2022- Sep 2022

Gateway Visa Solution • Naga City, Philippines

- Helped people immigrate from one country to another for study, work, travel or business purposes.
- Explained the immigration processes, documentation and other legal formalities.
- Provided clients with all pertinent documentation.
- Assisted clients with the completion of paperworks
- Verified the authenticity of paperwork and supporting documents.

Health Program Officer (DSO)

Oct 2020- Apr 2021

Department of health LGU Bula • Naga City, Philippines

- Performed routine activities such as data collection, encoding, analysis and dissemination of surveillance data, in coordination with the ESY and RESU staff.
- Collected and completed the information required in the COVID-19 Case Investigation Form.

Sales Associate

Sep 2018- Oct 2020

HC Consumer Finance Philippine Inc • Naga City, Philippines

- Consistently hit monthly sales target by bundling and converting cash to installments
- Given good customer service to all clients assuring all approved clients understand the loan agreement and payment method of the installments
- Updated financial spreadsheets and reports with the latest available data.
- Reviewed existing financial policies and procedures to ensure regulatory compliance.

Samsung Sales Experience Consultant

May 2017- Jan 2018

ACABAR Marketing international Inc • Naga City, Philippines

- Connected hundreds of customers to quality products daily
- Consistently broke monthly sales goals by 20% up-selling to Flagship units
- Built and maintained good relationships with clients.
- Created compelling sales pitches by providing features and benefits
- Completed all paperwork relating to a sale.

EDUCATION

Bachelor of Science in Business Administration

Year Graduated 2017

Major in Financial Management

University of Nueva Caceres • Camarines Sur, Philippines

SEMINAR AND TRAINING

Managing Risks and Achieving Sustainability

Aug 18, 2016

UNC Seminar Hall • Camarines Sur, Philippines

The Role of Bangko Sentral ng Pilipinas in the Philippine Economy

Feb 15, 2013

Crown Plaza Hotel • Camarines Sur, Philippines

SKILLS

- Reliability
- Compassion & Open-mindedness
- Observation & Time management
- Stress management
- Ethics and professionalism
- An ability to work with people from different cultures and backgrounds.
- Good organization skills.
- Good problem-solving skills.
- An ability to use data and evidence to inform decision making.
- Good project management skills.
- An ability to think critically and creatively.
- Experience working in sales.
- Excellent verbal and written communication skills.
- Ability to gauge client needs.
- Literate in spreadsheet programs (Microsoft word & excel)
- Charismatic personality.