

Jimson Carbajosa

#14 Turquoise street City Heights Subdivision
Barangay Taculing Bacolod City
Negros Occidental, Philippines 6100
Email: simsinggo@gmail.com
Mobile: +639178233907



WORK EXPERIENCE:

Sales Operations Manager

AutoCarbs Auto Accessories & Car Wash
Bacolod City Negros Occidental, Philippines 6100
May 3, 2019 - Aug 11, 2023

Job Description:

- Develop and implement business plans to achieve desired growth and profitability targets. Oversee all aspects of the business, including but not limited to sales, marketing, finance, human resources, operations, and customer service. Create a positive and motivating work environment that encourages employees to be productive and engaged. Hire, train, and manage staff, delegating tasks and responsibilities as needed. Handle customer inquiries and complaints in a professional and efficient manner.
- Develop and maintain relationships with key stakeholders, such as suppliers, partners, investors, and clients. Stay up-to-date on industry trends and developments to ensure the business is positioned for long-term success. Monitor financial performance and make necessary adjustments to ensure the business is meeting its financial goals. Identify new business opportunities and strategies for growth. Prepare periodic reports for the proprietor on the status of the business. Make decisions in a timely and effective manner, considering the impact on all areas of the business. Comply with all applicable laws and regulations.
- Analyzing financial statements and trends to manage cash flow and make business decisions. Determining pricing for products or services based on costs and competition. Developing marketing strategies for products or services to increase sales and brand awareness. Evaluating customer satisfaction to improve customer service and product offerings. Participating in industry organizations, conferences, and trade shows to promote products or services. Establishing and maintaining relationships with suppliers and vendors to secure the best prices possible on materials needed for business operations.

Real Estate Virtual Assistant, Freelance

January 23, 2016 - March 22, 2019

Job Description:

- Process real estate documents such as agreements, and lease records.
- Respond to emails and phone calls. Cold calling and coordinating appointments, showings, open houses, and meetings.
- Using CRM to add, update, follow up lead information & move prospects through the marketing funnel.
- Setting appointments by calling or answering inbound calls.
- Advertise listings, updating it regularly and tracking inbound leads.

Customer Service Representative

Teletech Customer Care Management, Bacolod City
November 2012 - December 2015

Job Description:

- Handling live chat, incoming and outgoing calls from customers who have questions, complaints, feedback, or requests about the company's products or services.

- Following communication scripts or guidelines when talking to customers, and using appropriate language, tone, and etiquette.
- Identifying customer needs, clarifying information, researching issues, and providing solutions or alternatives.
- Building rapport and trust with customers by being friendly, courteous, empathetic, and professional.
- Seizing opportunities to upsell or cross-sell products or services when relevant and beneficial to the customer.
- Keeping records of customer interactions, transactions, comments, and complaints in a database or a CRM system
- Meeting personal and team targets for quality, productivity, and customer satisfaction
- Escalating complex or unresolved issues to the appropriate supervisor or manager.
- Staying updated on the company's policies, procedures, promotions, and features.

EDUCATION:**University of St. La Salle, Bacolod City, Negros Occidental, Philippines**

2003-2005 (2 years only, Undergraduate)

Course taken: Electronics Communication Engineering

SKILLS:

Customer service, email management and email etiquette, scheduling and managing appointments, time management, strategic planning, attention to detail and problem-solving.

Marketing, social media management, financial auditing, understanding of CRM and database software, creativity, research, leadership and teamwork.

- **CRM:** SIEBEL, EINSTEIN, ACSR, ICARE
 - **SOFTPHONE:** TVoiP, Avaya OneEx, Zoiper, Callshaper
 - **GOOGLE:** Docs, SpreadSheets
 - **Microsoft Office:** Word, Excel, Presentation
 - **WEBINAR TRAININGS:** PropertyMe, REST Professional FileSmart, Property tree, Inspect Real Estate, Mailchimp, DocHub, Trello, Canva.
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 - **LANGUAGES:** English, Tagalog, Hiligaynon
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References:

Name: Nica L. Moises Quipot

Company: Teletech

Position: Former Team Leader

Email address: nica.bcph@gmail.com

Mobile number: 09178096261

Name: Juan Lizardo

Company: Teletech

Position: Former Trainer

Email address:

juancarlolizardo@gmail.com

Mobile number: 09399105003

Name: Jo Septhir Quirit

Company: Teletech

Position: Former Team Leader

Email address: joquirit13@gmail.com

Mobile number: 09278873962