

KEZIAHI I. DULACA



09171056812 / 09171146913



keziahimbingdulaca@gmail.com



EXPERIENCE

**SALES
COORDINATOR**

**SIGMA PACKAGING
CORP.**

February 2020 – PRESENT

As a Sales Coordinator in Sigma Packaging corporation, I am responsible for accurate and timely issue of quotations and coordination with accounts to issue proforma invoices to our customers as required. Also to process inquiries by phone, email and personal visits in relation to company business. Respond to all sales inquiries accurately, timely and in a professional manner. To meet customers to discuss their requirements. Develops strong customer relationships through appropriate client communication and the use of professional, courteous and ethical interpersonal interaction. With excellent communication skills. Lastly, good knowledge of Microsoft office (Word, Excel, Power Point, Access, Outlook Etc.)

SALES EXECUTIVE

TRANSPORTIFY

SEPTEMBER 2019 – January 2020

I generate Leads, calls prospective customers by operating telephone equipment, automatic dialing systems, and other telecommunication's technologies, Influences customers to buy services and merchandise by following a prepared sales talk to give service and product information and price quotations, Secures information by completing data base backups.

**SENIOR CUSTOMER
RELATIONS OFFICER**

TOYOTA

MAY 2016 - AUGUST 2019

I am a Senior Customer Relations Officer at Toyota for 3 year and 3 months. We usually have weekly events for customers and also we make sure that we have a customer feedback forms to get comments from them. I also do inquiry handing, complaints handing, customer relationship management (Satisfaction, Retention and Enhancement), database management, report management, other tasks (TMP-required and Dealer-required and Departmental required plans, programs, strategies, activities and training, TDIMS (Toyota Dealers' Integrated Management Systems).

WORKFORCE ASSOCIATE

TECHMAHINDRA INC.

JULY 2015 - JANUARY 2016

I worked at Techmahindra as a Customer Service Associate handling a UK account in the beginning and Later on promoted as Workforce Analyst.

JULY 2014 - JANUARY 2015

As an Executive Assistant, I arrange travels for executives, preparing financial statements, reports, memos, invoices Letters, and other documents, Answering phones and routing calls to the correct person or taking messages, helping prepare for meetings, accurately recording minutes from Meetings, performing office duties that include ordering supplies and managing a records database and also to provide general administrative support to the team

EDUCATION

Diploma in Office Management Major in Legal Management
Polytechnic University of the Philippines

SKILLSET

Can work easily with minimum supervision I Can easily deal with people
Computer literate (knowledgeable in MS office, Web Research/Web Browsing) I
Probing Skills Communication Skills (Written and Verbal) I Analytical and Logical
Skills