

Lenneth Abegail D. Bahinting

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Objective:

- To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills.
- A highly organized and hard-working individual looking for a responsible position to gain practical experience.
- To make use of my interpersonal skills to achieve goals of a company that focuses on customer satisfaction and customer experience.

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Professional Summary:

- Experienced Sales Consultant who has a proven history of increasing sales in several dealerships. Adept at establishing strong bonds with customers networking with people to get referrals and arranging a showroom floor to maximize sales.
- Experienced customer service handling with U.S account, providing adequate answers to customers queries and explaining customers bill with American Telegraph Telecommunications company.
- Customer service professional committed to balancing company goals while helping all customers find satisfactory solutions.
- Resourceful problem solver who is adept at remaining calm in stressful situations and effectively assisting a variety of customers.

Personal Details:

Date of Birth: January 10, 1995

Nationality: Filipino

Gender: Female

Marital Status: Single

Core Qualifications:

- Excellent communication skills
- Very strong negotiating skills
- Experience working in customer service
- Strong marketing skills
- Great team player
- Fluent english speaker

Educational Background:

- **Primary:**

School: Kapitan Tomas Monteverde Sr. Central Elementary School
Attended: 2001-2005

- **Intermediate:**

School: Kapitan Tomas Monteverde Sr. Central Elementary School
Attended: 2005 2007

- **High School:**

School: Brokenshire Science high School
Attended: 2007-2011

- **College:**

School: University of Immaculate Conception

WORK EXPERIENCES:

❖ Customer Service and Sales Consultant

Cyber City Teleservices an Iqor Company

Worked for 3 months Since June 2015

- *Acted a sales Representative on weekends and during holiday promotions.*
 - *Assisted in developing a series of sales sheets that were put on the sales floor and elicited an immediate increase in sales.*
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❖ Key Account Manager

ENLA Engineering Services

Worked for 4 Years and counting Since November 2015

- *Developing trust relationships with a portfolio of major clients to ensure they do not turn to competition*
 - *Acquiring a thorough understanding of key customer needs and requirements*
 - *Expanding the relationships with existing customers by continuously proposing solutions that meet their objectives*
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❖ CSR Back Office Specialist

Conectys Philippines. Inc.,

- *Verifying documents submitted by the customer if it is legitimate or tampered.*
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FREELANCER

❖ Customer Representative (Voice and Non-Voice Account, Inbound)

Vision Path/ Hubble

June 23, 2017- October 24, 2017

- *Answering Clients or Customers questions via phone call and email.*

❖ Verifier Representave (Voice Account, Outbound)

Vision Path/Hubble

October 31,2017 - April 7, 2020

- *Verifying Customers contact lens prescription by calling their Doctors.*

❖ Facebook Ads Agent (Non-Voice Account)

AIREX

June 2018 - September 2018

- *Managing Facebook Advertisement*

- *Campaigning via Facebook Advertisement*

❖ Operator Representative (Voice Account, Inbound)

GoGoGrandparent/GGGP

▪ **Telephone Operator**

January 15, 2018 - October 1, 2018

- *Ordering and scheduling a ride for our customers, specially for Seniors.*

▪ **Loss Prevention Specialist**

October 1, 2018 - April 3, 2020

- *Monitoring Driver and the Customer if Succesfully Picked up or not.*

▪ **Food Service Specialist**

Jun 2020

- *Ordering driver who will deliver the meal to the customer/s.*
- *Monitoring driver and updating destination*
- *ordering meal for customer/s*

❖ **Outbound Sales Representative**

Versatel Marketing

April 2020 – May 2020

- *Calling customer if they are interested in health insurance*

❖ **DM tiktok Influencer**

Tiktunes LLC

May 2020 – June 2020

- *Tiktunes is a creative agency that connects record labels, brands, mobile apps and surveys with Tiktok influencers*
- *Helping influencers monetize their Tiktok videos*

❖ **Non-voice Email Customer Support**

Nordic Sock CSR

December 2020

- *E-commerce business based in German.*
 - *A Customer Support Agent answering emails*