

**NAME****ERICSON ANTONIO****MOBILE NO****052 939 8552****EMAIL****ericfantonio@gmail.com****ADDRESS****King Faisal, Sharjah, UAE****NATIONALITY****FILIPINO****CAREER OBJECTIVE**

Seeking a challenging position in a progressive and dynamic organization, where my knowledge, skills & work experience could be utilized in the most productive, innovative & resourceful manner and which will also provide me with the opportunity for growth and advancement.

WORK EXPERIENCE**SALES COORDINATOR****MULTI TRADE LIMITED FZC****Sharjah Airport International Free Zone - SAIF Zone, Sharjah, UAE****January 27, 2020 – January 26, 2022**

- Handle the processing of all orders with accuracy and on-time delivery.
- Preparation and completion of quotations to customers and sales partners within a specific standard discount range.
- Handling of delivery time requests, in cooperation with the logistics department.
- Monitoring of payments and credit limits.
- Coordinate sales team by managing schedules, filing important documents and communicating relevant information
- Ensure the adequacy of sales-related equipment or material
- Respond to complaints from customers and give after-sales support when requested
- Store and sort financial and non-financial data in electronic form and present reports
- Inform clients of unforeseen delays or problems
- Monitor the team's progress, identify shortcomings and propose improvements
- Set-up and maintenance of the sales, marketing and logistics relevant contact respectively delivery data base in the ERP.
- Submission of SAIF Zone Customs Clearance, Bill of Entry & Exit Bill.
- Export Documentation (Commercial Invoice, packing list & chamber certificate of origin)

REAL ESTATE ADMINISTRATOR**UCF REAL ESTATE****International City, Dubai UAE****Sept. – Dec. 2019**

- Receiving and Filtering coming leads
- Put and organize the listing
- Following up on potential enquiries and update the agent/s
- Preparing documents for the agents
- Recording and monitoring all deals
- Negotiate and prepare lease documents and contracts
- Assist in maintaining and updating the Company's database system

CUSTOMER SERVICE REPRESENTATIVE / TELESales AGENT**QUANTRICS ENTERPRISES INC. (Naga City, Philippines)****Nov. 2017 – Aug. 2019**

- To provide clients with exceptional customer service experience.
- Selling company products and services such as mobile phone postpaid plan, insurance, computer hardware. Internet, TV and home phone package.
- Providing helpful information, answering questions, and responding to complaints.
- Work from a territory lead list to deliver best-in-class sales to residential areas
- Identify the specific needs of the customer and come up with tailored solutions that fit their lifestyle and usage.

SKILLS AND ABILITIES

- Data Entry skills with high accuracy
- Customer service skills
- Effective listener and communicator
- Excellent negotiation and persuasive skills
- Ability to work under pressure and can work independently
- Proficient in Microsoft Office Applications (Word, Excel, Outlook)
- Team player and can easily adapt to changes.

QUALITY CONTROL INSPECTOR /MACHINE OPERATOR

FIRST TELECOM INDUSTRIES (Riyadh, Saudi Arabia)

Nov. 2015 – Sept. 2017

- Operating and adjustment of plastic injection machine / press machine
- Check finished or assembled products if there are any defects.
- Measure the product if it conforms with the give specification
- Make daily report, nonconformance report, first part approval form and possible counter measures.
- Inspect Incoming raw materials to be assembled if there are defects.
- Make outgoing report for delivery
- Check the finished products if it conforms to the specification.

TELESALES AGENT / CALL CENTER AGENT

SITEL GROUP (Pasig City, Philippines)

May 2013 – Nov. 2015

- Contact potential or existing customers to inform them about a product or service.
- Maintaining client records and regular follow ups.
- Answer questions about products or the company
- Ask questions to understand customer requirements and close sales
- Enter and update customer information in the database
- Take and process orders in an accurate manner
- Handle grievances to preserve the company's reputation
- Keep records of calls and sales and note useful information
- Ensure productivity is maintained by meeting call and revenue targets.

IT SUPPORT

ABELLA SURFER'S CAFÉ (Naga City, Philippines)

Dec. 2004 – May 2015

- Maintain the computers in the Internet Cafe and make sure it is in good condition
- Assist customers if they have trouble with computer software or online/LAN games
- Manage the LAN / Internet connection
- Encoding of data
- Selling and marketing of IT products such as desktop, laptop & printers

ACADEMIC QUALIFICATION

National Certificate on Computer Hardware Servicing NCII

(TESDA - Philippines)

BSBA Major in Management (College level- Ateneo de Naga University)

REFERENCES

Available upon request