

MARC ALEXANDRE BANILA

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Availability: Immediate



CAREER OBJECTIVE

To be part of a leading company where I will succeed in a stimulating and challenging environment that will provide me with advancement opportunities.

WORK EXPERIENCE

SALES OFFICER

Hadaf Al Khaleej Commercial Services – ADCB (Abu Dhabi Commercial Bank)
Abu Dhabi, U.A.E – June 2022 – June 2023

- Sourcing clients through calling to offer credit cards.
- Marketing and outdoor selling to attract more potential clients through brochures and business cards.
- Achieve the monthly sales target.
- Explain the product's features and benefits in a very good way for clients to better understand the advantages of having them.
- Get updates on sales applications to know if cases are approved or rejected and what are the things to do if a case needs to be reinstated or resubmitted.
- Whatever the status of the application, whether approved or rejected, always get back and update the client.
- Do administrative jobs such as documenting, filing, excel sheets, Microsoft office tools, emails and system navigation for client's cases.
- Data management of clients' and companies' profile for business opportunities and developments.

PAYROLL OFFICER

Delta Medical EST - Al Manara Pharmacy
Abu Dhabi, U.A.E - May 2021 - May 2022

- Collect daily, weekly and monthly timesheets.
- Calculate bonuses and allowances.
- Prepare employees' compensation by the end of each month using payroll software.
- Schedule bank payments or hand out paychecks directly to employees.
- Distribute payment statements and gather signed receipts digitally and on paper.
- Report on payroll expenses.
- Ensure wages and tax withholdings comply with regulations.
- Enter new employees' data such as bank accounts into the internal database.
- Answer questions about compensation, benefits and insurance deductions.

SALES ASSOCIATE

GMG - Sun and Sands Sports LLC. - Abu Dhabi, U.A.E – October 2019 – April 2021

- Greet customers warmly and check to see if they need help with locating items.
- Maintaining cleanliness and tidying up the store at all times.
- Providing excellent customer service and ensuring customer satisfaction.
- Refilling and replenishments for all the items on the floor - opening to closing.
- Informing customers of all existing offers and promotions in the store.
- Maintaining customer relationships with both existing and new customers.
- Achieving Daily, Monthly targets and KPI's to 100% and more. Getting the incentives.
- Did Cashiering tasks whenever necessary.
- Merchandising and highlighting - sales contribution for weekly and monthly references.
- Administrative tasks, answer calls and emails, database and systems.

SALES & MARKETING ASSOCIATE

Aziz Salon, Abu Dhabi, UAE – October 2017 – September 2019

- Provides first-class service in order to push the sales through entertaining queries.
- Makes necessary phone calls and meetings to help sales.
- Create plan for gaining customers and retaining them
- Handles customer profiles for future promotion.
- Prepares daily, weekly and monthly sales reports for presentation.
- Create promotions and packages for improved sales outcomes.
- Performs the cashier, receptionist and customer service role.

CUSTOMER SERVICE REPRESENTATIVE

Transcom Worldwide Phils Inc., Operations – September 2014 - October 2016

- Answer incoming calls & greet customers professionally, answer customer inquiries and call transfer to the appropriate department.
- Calls customers for billing and payment updates.
- Schedule packages and document customer profiles with privacy protection.
- Performs technical support online account errors and account registrations.
- Performs billings and sales to promote products and services.
- Performs investigations for lost packages and refunds.
- Documents customer feedback & concern to be sent to the right corporate offices.
- Handles Bank Collections.

EDUCATION

Nov 2021 - May 2022 **Communities United Education Investment and HR Consultancy**

Professional Diploma in Medical Coding Course

Accredited By AAPC - Medical Coding and Billing Program

Jun 2015 - Jul 2016 **Technical Education and Skills Development Authority**

Contact Center Services NC II, Diploma

Enhanced Customer Service, Written and Verbal
Communication, Technical and Administrative Skills

Jun 2009 - Apr 2013 **Bachelor of Science in Hotel and Restaurant Management**

Polytechnic University of the Philippines

CERTIFICATIONS

Jul 06 2015 – Contact Center Services NC II

May 12 2012 – Certificate of Actual Shipboard Training

Feb 08 2011 – Housekeeping with Bed Making and Front Office Seminar

Oct 10 2010 – Basic Computer Technician and PC Troubleshooting

SKILLS

- Written and verbal english communication Skill - Fluent
- Active listening skill
- Customer service and sales Skill
- Customer Engagement and customer satisfaction skill
- Technical and computer skill
- MS Office Tools and Applications, Basic Troubleshooting and Typing Skill
- Problem solving, critical thinking and analytical skills
- Adaptability in working environment and co-worker
- Quick Learning Skill

PERSONAL INFORMATION

Nationality: Filipino

Religion: Roman Catholic

Birthday: May 20, 1993

Marital Status: Single

Current Address: Abu Dhabi, UAE

I hereby certify that the above is true and correct to the best of my knowledge.

MARC ALEXANDRE L. BANILA

