

JONATHAN RAY O. BAUTISTA

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Passport Number: P9679202A | CPR: 871069512

Client Service Specialist



Customer Service | Customer Support | Call Centre Operations | Telesales

To obtain a position that will enable me to use my strong organizational skills, educational background, and ability to work well with people.

CORE COMPETENCIES

Computer Literacy

Microsoft Office

Data Entry Customer service

Encoding

✦ Socially Inclined with clients

✦ Productivity Optimization

✦ Problem Solving

✦ Telesales & Telemarketing

✦ Banking Operations

✦ Customer Relations

✦ Leadership

✦ Flexible

EXPERIENCE

Labour Market Regulatory Authority

Jan 2018 – Present

Client Service Specialists

- ✦ Processing LMRA Flexi visa application and LMRA related government procedures
- ✦ Doing enrollment for family visa and expat
- ✦ Answering phones, Filing documents
- ✦ Processing cancellation certificate, mobility Intention
- ✦ Maintaining the client's file
- ✦ With knowledge in using LMRA system

Pollo Campero, Seef Mall Arad

Jul 2017 – Jan 2018

Service crew

- ✦ Pack foods ordered by customers and serve them in the most efficient manner
- ✦ Furnish customers with helpful information regarding service time and special deal offers.
- ✦ perform all the tasks in the kitchen other than cooking and serving

SPI Global CRM

sep 2015 – May 2017

Customer Service Representative

- ✦ Answering general customer inquiries and customer complaints.
- ✦ Respond to customer requests.
- ✦ Provide customers with product and service information
- ✦ Up sell products and services.
- ✦ Identify research and resolve customer issues using the computer system
- ✦ Follow up on customer inquiries not immediately resolved.
- ✦ Complete call logs and reports.

SPI Global CRM

sep 2015 – May 2017

Customer Service Representative

- ✦ Built new call center from the scratch including setting up technical requirements, hiring a customer service team, setting budgets and purchasing equipment.

- ✦ Completed set up in 2 months and carried out ongoing management, putting in place processes and procedures for reservations of tour and flight packages.
- ✦ Consistently managed staffing levels to ensure optimum manpower to service incoming calls.
- ✦ Conducted budget planning covering salaries, training and travel expenses.
- ✦ Created a new team dedicated to customer satisfaction and led the consistent delivery of high standards of customer service. Measured, monitored and analyzed performance to improve service and SLAs.

Savemore Supermarket

Jul 2011 – Jan 2013

Receiving and Dispatching Unit Clerk

- ✦ In charge on delivering and dispatching products or materials which comes on the market
- ✦ Receives and checks incoming and outgoing stocks and other fixtures
- ✦ Monitor stock delivery and movements
- ✦ Updates the branch in charge of the inventory and sale
- ✦ Ensure the documentations of inventory and sales
- ✦ Inspect product conditions
- ✦ Do minor lifting to assist in stock delivery and movements

EDUCATION & TRAINING

✦ **Bachelor of Science in Business Administration**

Major in Financial Management

Mabini College

Daet, Camarines Norte Philippines

PERSONAL DETAILS

Languages: English

Personal Status and Visa: Single, valid until JULY 4 2021

Nationality: Filipino