



KATRIN B. TALAVERA

CONTACT

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PROFILE

Nationality: Filipino
Civil Status: Single
Birthdate: October 6, 1992
Visa Status: Visit Visa

EDUCATION

Bachelor of Arts in Mass Communication

University of the Cordilleras, Baguio-Philippines

June 2009 - May 2012

PROFESSIONAL SUMMARY

Enthusiastic Sales and Customer Service professional with expertise in communication and negotiating. Driven to provide superior quality customer service. Innovative in leveraging extensive knowledge of products and services as well as creating solutions for customers to drive loyalty, retention and revenue.

WORK EXPERIENCE

JUST MIGRATE NOW INTERNATIONAL IMMIGRATION SERVICES

February 2021 - November 2021

Immigration Counselor

- Collected leads in social media platforms by posting advertisements
- Phone called interested clients to travel, work, study and live to other countries
- Checked eligibilities of clients by asking them personal information
- Assessed clients face to face or through Zoom meeting app
- Explained clients how is the process going to other countries
- Studied the benefits of a certain country once client lived and/or worked there
- Organized client and sales reports through Microsoft office

Admin Assistant/ Customer Service Representative

ADMINISTRATIVE ASSISTANT

- Managed office inventory by restocking supplies and placing purchase orders to maintain adequate stock levels.
- Prepared packages for shipment, pickup and courier services for prompt delivery to customers.
- Sorted and distributed office mail and recorded incoming shipments for corporate records.

ATELIER PRODUCTION ASSISTANT

- Prepares all materials needed
- Arranges schedules and supervise tailors and embroiderers
- Perform finishing touches on garments

CUSTOMER SERVICE REPRESENTATIVE

- Assisted customers with setting appointments, shipping and special order requests, and arranging merchandise pick-up at other locations.
- Responded to customer requests for products, services and company information.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns

DELTA MEDICAL ESTABLISHMENT**October 2015 - December 2019**

SALES REPRESENTATIVE/Customer Service

CUSTOMER SERVICE

- Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
- Recommended in-house products and services to customers, thoroughly explaining details.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Compiled customer feedback and recommended service delivery improvements to management.
- Utilized various sales techniques to develop relationships with customers and drive sales.

SALES PROMOTER

- Demonstrated and explained in-house product to customers daily to persuade customers to purchase product.
- Contacted customers to follow up on purchases and suggest additional purchase options.
- Provided product samples, coupons and informational brochures to persuade people to buy products.
- Learned about competitors' products and consumers' interests to answer questions and provide more complete information.

MERCHANDISER

- Accepted delivered packages, verified products and checked delivery totals to keep system records current and accurate.
- Kept all documentation and records accurate and up-to-date with latest data to prevent errors in processing or delivery.
- Volunteered to assist merchandisers with opening new branches, demonstrating willingness to learn new tasks and increase skill levels.

PHARMACIST ASSISTANT

- Provided administrative support to the pharmacist on duty including, filing, copying and faxing.
- Assisted pharmacist by filling prescriptions from customers daily and responding to patient questions regarding prescription and medication-specific issues.
- Completed and filed documentation for insurance, store and liability purposes.
- Supported pharmacists with day-to-day activities and pharmacy office management functions.

CASHIER

- Completed cash register transactions by handling credit and cash payments using pharmacy register system.
- Reviewed and resolved differences between accounting information and cash drawer.

- Reconciled cash drawer at start and end of each shift, accounting for errors and resolving discrepancies.
- Prepared and submitted end-of-shift reports using the pharmacy's software; Pharmacy Plus.

Camp John Hay, Baguio

April 2013 - April 2015

Receptionist

- Determine visitor needs in a professional manner
- Direct visitors to correct person
- Answer incoming phone calls in a timely and polite manner
- Deal with queries and provide correct information
- Manage Mail Sort and distribute incoming mail
- Prepared packages for shipment, pickup and courier services for prompt delivery to customers

SKILLS

- MS Office proficient
- Cash Handling
- Administrative support
- Team management
- Expense reporting
- Product up selling