

**JAN ERICK FLORES ABAÑO**

L. Flores St. Pasil Cebu City

09171896430

[abano.jan@gmail.com](mailto:abano.jan@gmail.com)

**OBJECTIVE:**

To become one of the proficient and outstanding employee in your company, towards achieving its vital goals and plans; and to acquire supplemental knowledge and skills that would further enhance my personal growth and career development.

**WORK EXPERIENCES:**

* **International Marketing Group**

Freelance Financial Advocate / Associate Financial Planner

May 2020 to Present

* **Land Asia Realty and Development**

Freelance Real Estate Agent

September 2018 to Present

* **Fortune Real Property**

In House Sales Team Leader

April 2018 to September 2018

JOB DESCRIPTION:

* Supervise and trains newly hired Sales Agent
* Sales Account Monitoring
* Prospecting of Pipeline
* Reservation Documentation
* Prospect Monitoring
* Needed CS-BS-Turn Over client documentations
* Marketing Partnership
* IHG Needed Corporate Presentations Talks and Orientations
* Other Company Related Events and activities
* **Orient Express Recruitment Services Inc.**

Recruitment and Sourcing Officer

August 2017 to February 2018

JOB DESCRIPTION:

* Client Response and judgments
* Designing and implementing the overall recruiting strategy
* Conducting Interviews and filtering candidates for open position
* Prepare recruitment materials and post jobs to appropriate jobs
* Sourcing job applicants from the database and exploring employment opportunities
* Contacting candidates to arrange interviews via phone and email
* Respond to general consultancy enquiries
* Arranging telephone and face to face interviews
* General data admin and paperwork
* **SYKES Asia**

Technical Support Representative (Century Link Account)

January 2017 to April 2017

JOB DESCRIPTION:

* Respond to technical service inquiries from customers in a timely fashion
* Efficiently analyze customer issues and provide logical solutions
* Test and trouble-shoot
* Respond to customer inquiries on technical issues.
* Resolve and troubleshoot simple or complex issues relating to customers.
* Monitor and manage technical issues relating to products
* Provide qualitative services to customer on their technical problems
* **Convergys**

Customer Service Associate (Comcast Account)

March 2014 to November 2016

JOB DESCRIPTION:

* Answering incoming calls in an efficient manner
* Identify customer questions, concerns and overall needs
* Provide accurate answers and solutions to customer queries
* Address customer complaints in a compassionate and patient manner
* Redirect customers to appropriate teams and/or department as needed
* Develop professional relationships with ongoing customer through excellent customer service
* **Cebu Business Hotel**

On-Job Training (160 hrs.)

November 2011 to December 2011

**SEMINAR and TRAINING:**

* Data Science and Technology Corporation

Oasis Food and Beverage Operation

April 4, 2009

University of San Carlos

* Basic Lifesavings Solutions Training Center

First Aid, CPR and AED Course

May 16, 2011

University of San Jose-Recoletos

* Hotel Management System HMS Trainer V.2.0

Katalyma HMS Front Office System Training

July 2, 2012

University of San Jose-Recoletos

**AWARDS AND CERTIFICATE**

* **Associate Financial Planner ( International Marketing Group )**
* **Grand Slam Overall Top Sales Executive 2nd Quarter of 2018 ( Fortune Real Property )**
* **Top 1 Agent for the month of February 2017 ( SYKES Asia )**

**PERSONAL DATA:**

Civil Status : Single

Date of Birth : January 6, 1991

Place of Birth : Cebu City

Age : 30 years’ old

Sex : Male

**EDUCATIONAL BACKGROUND:**

* **Tertiary**

University of San Jose Recoletos

Associate in Hospitality Management

November 2009 - March 2012

* **Secondary**

Cebu Institute of Technology – University

June 2004 –March 2008

* **Primary**

Young Ladies Association of Charity

June 1998 – March 2004

**CHARACTER REFERENCES:**

* **Mr. Dmetrio Anticuando**

College Instructor

University of San Carlos

09760083109

* **Ms. Nizza Charmagne Alturas**

Sales and Marketing Consultant

Fortune Group of Company.

09778118476

* **Mr. Michael Roy Jordan Talamor**

Account Manager

Sykes Asia

09199291757