



PROFILE

31 y/o
Single
08-JAN-1991

CONTACT

056 202 7214

EMAIL

Jeffrey.abarquez@outlook.com

WEBSITE

<https://www.linkedin.com/in/jeffreyabarquez>

JEFFREY ABARQUEZ

Technical Support & Service Coordinator

SUMMARY

A highly competent, fast-learner & motivated person. Holding a Diploma in Information Computer Technology in both hardware & software and management skills and trainings to put more extra knowledge and boosting my career levels. In my entire career working as a Technical Support Service Coordinator for more than 6 years' work experience in Medical & Health Sector. Achieving goals, well organized and proactive in providing timely, efficient and accurate administration (internally externally). After sales & support to the team with an active engagement with the clients. To the management & colleagues is highly observes the value and perseverance in completion of the job well done throughout the day.

QUALIFICATIONS & COMPETITIVE EXPERIENCES

- 6+ years of experience in Medical Healthcare Sector; Indoor Sales Service & Support with Technical Support background in Biomedical Engineering as Service Provider with Clients/Customers.
- Knowledge and proficiency in logistics & supply chain & procurement support using CRM and Oracle Software System.
- IT Technical skills in Hardware (Computer Hardware/Troubleshooting, Networking) & Software (Programming in JAVA Script, HTML, Web Design, Adobe Photoshop, Light Room)
- Typing Speed with 40 words per minute (WPM)
- Applied Digital Skills using Digital Tools like Google Workspace and others.
- With active driving license Driver's License (Expiration: June 2027)

TECHNICAL SKILLS

- Knowledgeable in SaaS such as Odoo (PWA) – ERP an open-source software
- Sales Force (CRM) & Oracle System (Quote, Service, Orders, Projects & Contracts)
- Advanced MS Office 365 (Power Point, Excel, Word and Outlook).

SOFT SKILLS

- Working independently and can work remotely using digital tools
- Aptitude and desire to learn new skills on the job.
- Optimistic, Idealistic, Creativity and Fast-Learner.
- Excellent in English by oral & writing; clearly and precisely
- Physical ability to perform essential job functions and able to adapt to change and meet deadlines
- Typing Speed with 40 words per minute (WPM)
- Flexible & can work multitasking. Interpersonal Communication.
- Problem solving, Teamwork and possess extensive background in Leadership.
- Can work under-pressure
- Collaborating

WORK EXPERIENCE

Emitac Healthcare Solutions, Abu Dhabi, UAE

Technical Sales Support & Service Coordinator – Biomedical Engineering Department

May 2020–June 2022

- Knowledgeable using an open-source software (ERP SaaS) such as ODOO PWA and as well in Sales Force (CRM) & Oracle System.
- Preparing RFQ, RFP, Sales or Job Orders, Service Contract Agreement
- Participating in TENDER, RFQ, and RFP.
- Acknowledging PO received from various customers by email. Providing the time-frame and ETA to make sure the customer satisfaction.
- Processing the warranty claim in time-manners and proceed to order it from principal companies or suppliers.
- Preparing technical documents such as warranty cert & PPM, etc., as per acceptance checklist given by customers.
- RFI and reporting pending projects for revenue after the installation done, service and spare parts delivery.
- Follow-up Purchase Orders from International suppliers.
- Resolved all issues efficiently and enhanced customer satisfaction ratings from 50% to 100% in 2-3 days.
- Consulting with Store Managers and Supply Chain/Logistics Coordinator to evaluate inventory and delivery needs, optimizing strategies to meet customer demands and execution of delivery in time-manners.
- Increased team profits by 80% through generating and maintaining relationships with a huge number accounts and effectively service and maintenance after sales.
- Built rapport with new and existing customers, boosting client retention rate by 85%.
- Handled all aspects of closing over 5 Million dirhams in service & maintenance contract each year, including preparing agreement, invoicing and processing orders. Keeping track all the contract agreement in all respective customers and making sure to send a notification through email or call that the contract agreement is about to end.
- Carried out day-to-day duties accurately and efficiently. Handled high-volume telephone and email enquiries to minimize backlogs.
- Successfully delivered on tasks within tight deadlines by escalating to the higher management.
- Establishing work schedules, procedures & coordinate activities with other departments.

City Pharmacy Company, Abu Dhabi, UAE

Administrative & Technical Support Service Coordinator – Biomedical Engineering Department

October 2015–December 2019

- On-call service support to the hospitals/clients.
- Deliver service and support to end-users using and operating our dedicated Toll-Free No, calls are logged and screened based on priorities and urgency
- Check entitlement of customer and determine the routing of the call depending on the request and contract obligations
- Customer support & interaction to provide and process information in response to inquiries, concerns, and requests about products and services
- Inform customers and clients about the status of a call and the planned follow up like PM, CV, SV, spare part delivery, or other plans depending on the call type (Follow up and make scheduled call backs to customers where necessary)
- Assign and dispatch field service engineers to service call, work order, courtesy visit or preventive maintenance
- Coordinating in different departments (Logistics and Dispatch, Accounts and Warehouse Department) for the legal and follow-up of the ordered item.
- Ensure proper follow up on each call by tracking and managing the progress of the customer call and escalate if customer service levels are in danger (Redirect problems to appropriate resource)
- Interact over the phone/emails with customers and companies to manage a variety of pre-/post-sales service contracts both the Private and Government Agencies
- Evaluate contracts to determine if there is a need for amendments/extensions to ensure compliance to contractual obligations
- Manages the inventory of assets and supplies, monitoring critical level of stocks and sourcing from suppliers

EDUCATION & LICENSURE/CERTIFICATION

- **CompTIA A+(220-1101 & 220-1102)**
(Preparation for CompTIA A+ Licensure Exam)
LinkedIn Learning – August 2022
SUNNYVALE, CA
- **DIPLOMA in SUPPLY CHAIN MANAGEMENT – ON GOING COURSE – MAY 2022**
ALPHA ACADEMY – REG.NO. 10647280
LONDON, UNITED KINGDOM
- **DIPLOMA in PHARMACY ASSISTANT – ON GOING COURSE – JUNE 2021**
NEW SKILLS ACADEMY – REG.NO. 08761384
WARWICKSHIRE, UNITED KINGDOM
- **PROJECT MANAGEMENT PROFESSIONAL, PROJECT MANAGEMENT.**
(Preparation for PMP Licensure Exam)
QUADRA PLUS PROFESSIONAL & MANAGEMENT TRAINING INSTITUTE – JUNE 2019
ABU DHABI, UAE
- **DIPLOMA IN INFORMATION & COMPUTER TECHNOLOGY**
UNIVERISTY OF BATANGAS – YR. 2009 - 2011
BATANGAS CITY, BATANGAS, PHILIPPINES