

# John Rolf Eder Ignacio



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**Email Address:**  
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**UAE Home Address:**  
Al Fahidi, Bur Dubai, Dubai UAE

## Core Competencies:

- ✓ Success and results driven.
- ✓ Driven by enthusiasm and desire to exceed target.
- ✓ Able to work individually and in a team.
- ✓ Adaptable to new situations.
- ✓ Enjoys a competitive environment.
- ✓ Able to work under pressure.
- ✓ Has basic knowledge with SAP Business One
- ✓ Computer literate, proficient in:  
**Microsoft Excel, Word, Power Point**

**Birth Date:** October 8, 1992  
**Civil Status:** Single  
**Citizenship:** Filipino  
**Gender:** Male

## References:

Available upon request

## CAREER GOAL:

I am a mid-level Sales Executive with a proven record in achieving progressive targets and contributing to sales and customer satisfaction. In my present employment with Century Bank Brokers, I have demonstrated my value by keeping orderly and actionable records, and receiving consistently exceptional customer feedback.

## PROFESSIONAL EXPERIENCES:



**Office 211 & 212, Latifa Tower - Block B,  
38 Sheikh Zayed Road  
Trade Centre 1, PO Box 50764, Dubai**

### Sales Executive

**May 2021 – Present**

#### Duties and Responsibilities:

- Ensuring that the assigned sales targets has been achieved
- Providing quality services as per banking standards
- Assist in the implementation of sales & marketing strategies
- Support in resolving default transactions upon request
- Ensure total compliance as per bank's norms and regulatory standards



**Al Garhoud, Street 5, Marrakech Street,  
Next to Emirates Metro Station - Dubai**

### Customer Service Agent

**April 2019 – April 2021**

#### Duties and Responsibilities:

- Main responsible for organizing reservations and issuing tickets in accordance to the customer's choice of marine transportation
- Examining passenger tickets or passes and leading passengers to specified area for loading
- Assisting passengers requiring special assistance to board or depart conveyance
- Responding to inquiries raised by customers as regards products and services offered by RTA Marine, as well as existing schedules
- Actively promoting tickets or trips to the customers to achieve higher

- sales
- Maintaining passenger's information system to ensure customer requirements and satisfaction is achieved
- Preparing end-of-day reports reflecting the details and total of sales achieved on the current duty



**Ford Automotive Philippines  
Laus Group of Companies  
Lot C-8 Subic Bay Freeport Zone,  
Olonggapo, Zambales, Ph**

### **Administrative Assistant / Secretary**

**January 2016 – November 2018**

#### **Duties and Responsibilities:**

- Handling a wide variety of office tasks, including filing, generating reports and presentations, setting up meetings, and re-ordering supplies
- Utilizing existing technologies to generate reports, transcribe minutes from meetings, create presentations, and conduct research
- Sustaining a high quality of customer and stakeholder services by maintaining polite and professional communication via phone, e-mail, and mail, among other touch points
- Organizing corporate events, including conferences, seminars and presentations
- Effectively managing workflow by delegating tasks to other administrative employees, ensuring that deadlines are met, and work is completed correctly
- Assisting in training staff members and new hires
- Implementing and monitoring programs as directed by management, and seeing the programs through to completion
- Generating memos, emails and reports, as necessary
- Assuming responsibility for the maintenance of office equipment, including computers, copy machines and fax machines
- Maintaining the availability of office supplies by regularly monitoring inventory and order items
- Responding to questions and requests for information

### **EDUCATIONAL ATTAINMENT:**

#### **BACHELOR'S DEGREE**

**Bachelor Science in Business Administration  
Major in General Management  
Columban College Inc.  
April 2018**

*I hereby certify that the above information is true and correct to the best of my knowledge and belief.  
All Supporting Documents Available Upon Request*