



ANIE TABONES

WITH OWN VISA



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MY PROFILE

I am reliable and results-driven professional with over 15 years of experience in contact center industry; an expert on customer service and client relations.

With my long years of experience in this industry, I am proficient in English communication and writing.

A core management support to the mission and vision of the company.

I am also an experienced administrator with strong initiative in taking care or supervising the office runs. I am a multi-tasker, a problem solver who is attentive in providing solutions and keys to keep the team or an employee on track to achieving the goal.

I am also a listening trainer-teacher providing guidance sound coaching ensuring and helping employees feel valued, trained well and supported in performing their responsibilities towards achieving their goal and promotion.

EDUCATION

Bachelor Christian Education, Bethel Bible College Valenzuela City, Philippines 2005

LANGUAGE

English—Fluent verbal and written

SKILLS

Training Teaching and Coaching
Communication
Interpersonal skills
Organization
Creativity
Problem Solving
Conflict Resolution
Editing
MS Office PowerPoint

EXPERIENCES

Outlook Properties—Lead Coordinator May 2023—present

- Responsible for management of leads from inquiries, WhatsApp, emails, and referrals to synchronized input in systems.
- Lead creation thru calling owners who wants to sell or rent their properties.
- Front lining for sales thru keeping and maintaining communication and updates for clients.
- Coordinating with, brokers, admin, and clients for synchronized process of sale.
- Gathering documents, creating drafts and description for listing the properties online for marketing portals Bayut, Dubizzle and Property Finder

Baden BPO & Software LLC—Dubai, UAE | October 2020— April 2023

Team Lead/Trainer

- Managing the day-to-day activities and conducting weekly performance reviews.
- Responsible for teaching training New Hires to prepared and competent agents
- Motivating, daily monitoring and coaching to achieve set goals and targets.
- Conducting training/refresher and empowering team members to improve their confidence, product knowledge, and communication skills.
- Contributing to the growth of the company through a successful performing team.

**Administrator | Assistant Manager | Sharjah Creative Home Nursery
May 2019 - August 2019**

- Management of Nursery
- Communication with parents and teachers, served as point person
- Managing clerical or other administrative staff
- Training teachers for new skills and knowledge and facilitating meetings

**Administrator | HR and Accounting Assistant
2018 – 2019 | International Charismatic Services**

- Direct support to CEO
- Serves as point person of the overall facilities and of the employees.
- Office Manager— handling emails, chat, and phone communication. Providing and sending and reports.
- Facilities Management on maintenance, billings, repairs and constructions.

Project Manager Accenture | April 2016 – January 2018

- Coordinating internal resources and third parties/vendors
- Develop a detailed project plan to monitor and track progress
- Manage the relationship with the clients, sales, engineers, architects etc.
- Perform risk management to minimize project risks
- Tracking project performance and analyze successful completion.

Call Center – Sales, Customer Service, Tech Support Phone, Email and Chat

Telus International | Sitel and NCO | September 2008 -2012; 2014– 2016

- Handling different systems and channels for customer and communication.
- Responding promptly to customer inquiries.
- Acknowledging and resolving customer complaints and providing solution
- Keeping records of client interactions and transactions.
- Providing feedback on the efficiency of the customer service process.

**Project Manager |Assistant Editor|International Correspondence Institute
Publishing Company| June 2012 – August 2014**

- Coordinating with writers for timelines of manuscripts and lessons.
- Editing manuscripts and proof reading.
- Publisher lay outs

Teacher Bethel Kiddie Learning Center | 2005 - 2007

- Keep records of the students' progress, routines, interests, and parents informed on their child's development.
- Curriculum making and lesson planning .
- Develop schedules and routines to ensure children's physical activity, rest, and play-time.