

ANGELINE A/P WILLSON
No 9, Jalan B B 9, Taman Bachang Baru,
75350 Batu Berendam, Melaka.
H/P : 014-9230029
EMAIL : w.angeline91@gmail.com

CAREER OBJECTIVE

Seeking a challenging career where expertise in delivering customer service, Apply as contribute my knowledge and skills to fulfill company's objectives and mission of company for development and achievement.

PROFILE SUMMARY

A fresh graduate and an enthusiastic self-starter with strong leadership and communications skills. Proven academic and curricular achievement. Highly motivated, pleasant personality, cheerful and hardworking. Energetic and solid team player with great positive attitude. Capacity to troubleshoot issues to ensure customer satisfaction and company. Computer : Familiarity with Microsoft Word , Excel and power point.

PERSONAL PARTICULAR

AGE	- 23 years
NRIC	- 910826 - 04 - 5348
DATE OF BIRTH	- 26 - 08 - 1991
GENDER	- Female
RACE	- India
RELIGION	- Christian
MARITAL STATUS	- Single
NATIONALITY	- Malaysian
HEALTH	- Excellent

EDUCATION HISTORY

2009 – 2012 : Mahsa University College
Diploma In Nursing

2003 – 2008 : SMK Tun Mutahir
SPM (2008)
PMR (2005)

1998 – 2002 : SJK(T) Kubu Melaka
UPSR

CAREER CHRONOLOGY AND EXPERIENCE

1. May 2012 – August 2012 : **DARECO ORIGIN SDN BHD**
[Customer Service Officer & Administration Officer] Petaling Jaya, Selangor.
 - Greet and provide professional services to customers.
 - Responsible on handling customer's inquiry pertaining to prices, service inquiries, work progress updates to customers follow up on all sales leads in a timely and effective manner.
 - Prepare quotation, purchase order and make arrangement of goods receive & delivery to customer.
 - Perform sales administrative duties and sales data entry on daily and follow-up with sales personnel on the status of sales collection to customers.
 - Assist sales collection from customers in the smooth operation and coordination with the sales / inter company / production department assume any other responsibility as authorized, within capability, as assigned by the superior from time to time.

2. September 2012 - June 2013 : **AMBANK BERHAD**

[Executive Outbound Telesales] Jalan Yap Kwan Seng, Kuala Lumpur.

- Cross-sell and up-sell AmBank Group products and services to existing customers.
- Ensure all outbound calls are attended to in a professional and courteous manner and Ensure sales targets and budgets are met every month.
- Source for new potential customers with good communication, presentation skills and strong negotiation skills.
- Respond to telephone inquiries, providing quality service to customers and associates inquiring about the availability of products or status of orders.
- Listen attentively to caller needs to ensure a positive customer experience.
- Assisted customer over the product, promotions and orders.
- Educate the customer about the Bank's products and services, and direct them toward available resources for help.
- Playing an active role in making outbound telesales calls or handle inbound telesales calls to achieve specific set of campaign targets and KPIs to existing & new customers, as well as potential customers.

3. July 2013 – March 2014 : **MEASAT BROADCAST NETWORK SYSTEMS SDN BHD(ASTRO)**

[Customer Service Executive- Inbound] Kuala Lumpur.

- Ensure all inbound calls received is picked up immediately and handled.
- Ensure and maintain professionalism in handling customers' inquiries/complaints/identify their problem on ASTRO product and assist them to solve the problems by providing the right solution.
- All required information are obtained from customer on product inquiries as well as giving billing information, verified and entered accurately into the appropriate systems.
- Ensure self-updated on the latest product information by referring to CSDnet and attending to training and huddle session conducted by trainers or Team leaders and during or after working hours.
- Perform up sell to potential customers when handling inbound calls to generate revenue increase and at the same time maintain quality or service.
- Ensure that each call is handled in a way that contributes to overall customer satisfaction and increases customer loyalty.

SKILL HIGHLIGHTS

- Self-starter and knowledgeable
- Quality assurance
- Service solutions expert
- Energetic work attitude
- Microsoft Office skills
- Excellent communication skills
- Problem resolution
- Active listening skills and quick learner
- Top sales performer
- Able to do Multitask

REFERENCE

MR KENNETH
H/P : 017 3167226
OFFICE : 03 78736803

DIRECTOR

MADAM ROZITA SABARUDDIN
OFFICE : 03 21673574

TEAM LEADER