

DIANNE [REDACTED]



CAREER OBJECTIVE

With extensive customer service background, resulting in strong interactive, decision-making, and problem-solving abilities. Interacts and communicates effectively with others; exercises the highest level of professionalism and judicious decision-making skills when dealing with players.

HIGHLISTS

- Strong follow up skills.
- Customer service mindset.
- Team player.
- Persuasive communicator.
- Critical thinking
- Time management.
- Professionalism at work and has positive attitude toward co-workers.

WORK EXPERIENCE:

- ***Procurement Specialist-Present (2023-2024)***



- ***Sales Supervisor 2022-2023***
Sales & Marketing Department



Responsibilities:

- Attend meetings.
- Handles CRM.
- Supervise the activities of the sales team including checking of the reports.
- Evaluate the performance of the sales team and seek ways to improve the team's performance.
- Provide reports to top management like sales activity report.
- Handles kiosk operations.
- Double checking of surveyed sites before approval of head manager.

- Handling BIG Clients for Franchising OCBS (Off Cockpit Betting Stations)/ICBS (In Cockpit Betting Stations).
- Ensuring that team sales are updating their tracker weekly.
- Answer Phone calls for inquiries.

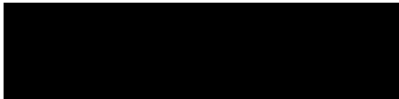
- ***Sales Coordinator 2020-2021***
Sales & Marketing Department



Responsibilities:

- Handling VIP clients for franchising OCBS (Off Cockpit Betting Stations)/ICBS (In Cockpit Betting Stations).
- Answer Phone calls for inquiries.
- Collecting Documents of the Sites.
- Requesting Site Equipment, Training and Activation.
- Process site pull outs.
- Updating Tracker.
- Photocopying and Scanning Documents.

- ***Online Casino Dealer (2016-2020)***



Responsibilities:

- Operate gaming tables, including roulette, baccarat, sicbo and others while assisting customers via monitor with game-related needs.
- Distribute cards, dice and other equipment to the game and monitor returned equipment for any tampering.
- Provide information about the rules of the game for appropriate activity while at the table.
- Monitor game pace and play while maintaining a positive and fun environment.
- Attend monthly staff meetings to address issues and maintain quality and brand representation on game floor.

- ***Sales Associate (retail)***



Responsibilities:

- Greeting customers.

- Responding to questions and giving information to the customers.
- Sharing product knowledge with customers.
- Providing recommendations to customers.
- Preparing merchandise and designing displays.
- Handling customer complaints.
- Maintaining a clean and tidy space.
- Handling return items.
- Creating a positive customer experience and work environment

EDUCATIONAL BACKGROUND

TERTIARY

[REDACTED]
Hotel Restaurant Services
2014-2015

SECONDARY

[REDACTED]
ALS (Alternative Learning System) 2013

PRIMARY

[REDACTED]
2003-2009

PERSONAL DATA:

Age: 26

Birthdate: [REDACTED]

Sex: Female

Civil Status: Single

Citizenship: Filipino

Language Spoken: English, Tagalog

Character References: Available upon request

I hereby certify that the above information is true.

APPLICANT'S SIGNATURE