

Work History

June 2022

Present

Customer Service Representative

Vertiv., Mandaluyong City

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Ensure customer satisfaction and provide professional customer support.

April 2021 -

Store Supervisor

May 2022

Allhome Corp., Muntinlupa City

- Liaised with store manager to set up visually appealing layout for store merchandise.
- Maintained customer satisfaction with quick and professional handling of product returns.
- Conducted inventory analysis to determine optimal stock levels.
- Secured building for closing by completing run-through of sales floor, turning off electronic systems and turning on alarms.
- Supervised associates by providing direction and instruction for stocking shelves, rotating stock and receiving deliveries.
- Trained newly hired sales team in up selling techniques.

Feb 2020 -

Store Supervisor

April 2021

Ace Hardware Phils., Pasay City

- Liaised with store manager to set up visually appealing layout for store merchandise.
- Maintained customer satisfaction with quick and professional handling of product returns.
- Conducted inventory analysis to determine optimal stock levels.
- Secured building for closing by completing run-through of sales floor, turning off electronic systems and turning on alarms.
- Supervised associates by providing direction and instruction for stocking shelves, rotating stock, and receiving deliveries.
- Trained newly hired sales team in up selling techniques.

June 2019 -

Branch Manager

Jan 2020

Redlogo Lifestyle Inc., Quezon City

- Forecasted trends and recommended improvements based on financial risk analyses.
- Boosted sales and customer loyalty through incentive programs.
- Submitted loan applications to underwriter for verification and recommendation.
- Implemented service improvements to enhance sales cycle.
- Compiled database of loan applicants' credit histories, financial statements and other financial information.
- Identified partnership opportunities and established favorable business connections.



ALLAN PASCO

Customer Service Representative

Contact

Address :

#81 Sitio Dalisay Brgy San Isidro
Antipolo City, Philippines, 1870

Mobile / Viber / Skype

09555082629

Email :

pasco_lance@yahoo.com
allan.pasco12@myyahoo.com

Skills

- Creative and Organized
- Employee management
- Strategic selling
- Operations management
- Merchandising
- People management
- Business Development
- Sales leadership
- Warehouse organization
- Team leadership and coaching

July 2014 -
April 2019

Branch Operation Supervisor

Personal Collection Direct Selling Inc., Quezon City

- Coached Sales associates in product specifications, sales incentives and selling techniques, significantly increasing customer satisfaction ratings.
- Reviewed and monitored scheduling, purchases and other expenses to maintain quarterly budget.
- Collaborated with team members to achieve target results.
- Complete point of sale opening and closing procedures
- Maintained proper product levels and inventory controls for merchandise and organized backroom to facilitate effective ordering and stock rotation.

July 2012 -
April 2014

Branch Officer

World of Fun., Mandaluyong City

- Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.
- Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.
- Assisted in organizing and overseeing assignments to drive operational excellence.
- Conducted weekly staff meetings to motivate staff members, address concerns and questions, plan improvements and evaluate progress toward goals.
- Introduced new products or services, increased marketing activities and improved customer service to drive sales.
- Monitored cash intake and deposit records, increasing accuracy and reducing discrepancies.
- Mentored team members to enhance professional development and accountability in workplace.

Feb 2008 -
Jul 2008

Service Crew

Crown Bee - Jollibee., Pasig City

- Maintained customer satisfaction with timely table check-ins to assess food and beverage needs.
- Kept server areas clean and stocked to increase efficiency while working tables.
- Quickly reset and cleaned up tables after customers left to enable speedy turnaround and guest flow.
- Monitored dining rooms for seating availability as well as service, safety and well-being of guests.
- Maintained customer satisfaction by clarifying questions about orders and specialty items.

Aug 2007 -
Jan 2008

Service Crew

Fine Bee Food corp - Jollibee, Cainta Rizal

- Maintained customer satisfaction with timely table check-ins to assess food and beverage needs.
- Kept server areas clean and stocked to increase efficiency while working tables.
- Quickly reset and cleaned up tables after customers left to enable speedy turnaround and guest flow.
- Monitored dining rooms for seating availability as well as service, safety and well-being of guests.
- Maintained customer satisfaction by clarifying questions about orders and specialty items.

Education

Rizal Technological University

Mandaluyong City

Bachelor of Secondary Education

Major in Science

2005-2011

San Isidro National High School

Antipolo City

Secondary Education

2001-2005

San Isidro Elementary School

Antipolo City

Elementary Education

1995-2001

Others

SSS

34-0684467-6

Philhealth

03-050365549-3

Tin

254-041-438-000

Vaccine / Booster

Aztrazenica