

DESSA ROSE B. PADILLA

✦ Hor Al Anz, Deira

🏠 Al Hajji Building, RM 101

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IN: [linkedin.com/in/dessa-rose-p-716aa6157](https://www.linkedin.com/in/dessa-rose-p-716aa6157)



Dedicated and Passionate customer service representative with 6+ years of experience in sales support. Adaptable, flexible, goal-oriented and driven to produce high quality results and meet operational deadlines.

SKILLS AND INTEREST

- Strong organizational and multitasking abilities.
- Excellent communication and interpersonal skills.
- Proficiency in Microsoft Office Suite (Word, Excel, VlookUps, Formulas, Pivot)
- Attention to detail and problem-solving skills.
- Ability to maintain confidentiality and handle sensitive information.
- ERP System (Autoline)

WORK EXPERIENCES

PFT TOOLS AND MECHANICAL EQUIPMENT LLC – Sole Proprietorship

Sales Coordinator / Logistic Coordinator / E-Commerce

The Curve Building, Al Quoz

July 2022 up to Present

DUTIES AND RESPONSIBILITIES (*Sales Coordinator*)

- Creating quotation for all the inquiries of the customer
- Follow up quotation through calls and emails for the customer
- Respond to complaints from customers and give after-sales support when requested
- Receiving orders from customers
- Creating the order and generating Proforma / Tax Invoices in our Autoline system
- Inform clients of unforeseen delays or problems
- Preparing daily sell out and weekly sales report
- Prepare accurate reports according to the expectations of upper management

DUTIES AND RESPONSIBILITIES (*Logistic Coordinator*)

- Creating the Purchase Order
- Processing the Invoices for the consigned product in our Principal Company.
- Preparing GRN/Costing Sheet
- Receiving the stocks from our Autoline system
- Resolve shipment and inventory issues.
- Liaising with logistics and procurement team at the Principal end for shipment
- Coordinate with the Accounts and Finance department for the voucher payments of the Principals.
- Update overseas shipment file and coordinate for their clearance according to plan delivery schedules.
- Attention to detail in all the freight invoice checking/verification against the quote and duty against the value
- Handle the processing of all local orders and back orders
- Communicate and negotiate with manufacturers, suppliers, vendors, and retailers

DUTIES AND RESPONSIBILITIES (*E-Commerce*)

- Receive order in Amazon Portal
- Coordinate to Amazon Team for the bulk listing of our product
- Processing and Scheduling customer order in our Autoline System
- Update products and stock in Amazon Portal

ALI ASGER & BROTHERS LLC (AAB Tools)

Lead Management Executive/ E-Commerce Assistant

DIP 1 Dubai, UAE

May 2020 – May 2022

DUTIES AND RESPONSIBILITIES (*Lead Management Executive*)

- Identifying, qualifying, and securing business opportunities; coordinating business generation activities; developing customized targeted sales strategies
- Building business relationships with current and potential customer.
- Understanding customer needs and offering solutions and support; answering potential customer questions and follow-up call questions; responding to client requests for proposals.
- Collaborating with sales and leadership to secure, retain, and grow accounts
- Creating and maintaining a list/database of prospect clients; maintaining a database (Salesforce, CRM, Excel, etc.) of prospective client information
- Cold calling; making multiple outbound calls to potential customer; closing sales and working with the customer through the closing process
- Maintaining a pipeline of all sales administration using CRM software
- Collaborating with management on sales goals, planning, and forecasting; maintaining short- and long-term business development plans

DUTIES AND RESPONSIBILITIES (*E-Commerce Assistant*)

- Respond to Live Chat Support.
- Processing orders on Magento, Noon, Amazon and SupplyVan.
- Booking the delivery schedule through our Courier (Aramex / Fetchr)
- Processing Online Payment link.
- Update products and stocks on Amazon and Noon portal.
- Encoding all incoming shipment in counter.

ALI ASGER & BROTHERS LLC (AAB Tools)

Customer Service Agent / Receptionist

Al Quoz 3 Dubai, UAE

March 2018- May 2020

DUTIES AND RESPONSIBILITIES (*Customer Service Agent / Receptionist*)

- Maintain updated knowledge of all company products and services in order to provide adequate education to customers
- Provide information and instructions about relevant products and services
- Make product and service suggestions to meet the customer's specific needs
- Field incoming phone calls and respond to phone messages from customers
- Answer customer questions and provide information to resolve any issues
- Process orders and returns
- Obtain necessary information from customers to adequately follow up
- Document important customer information for future reference

EVERFINE SUPERMARKET, HOR AL ANZ (EFS)

Cashier

Hor Al Anz, Near United Hypermarket Deira, Dubai

June 21 2016 – March 6, 2018

DUTIES AND RESPONSIBILITIES

- Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
- Provide basic and accurate information in-person and via phone/email
- Accepts cash, checks, or bankcards for payment; completes check and bankcard transactions according to established procedure.
- Enters purchases into cash register to calculate total purchase price.
- Counts money, gives change and issues receipt for funds received.
- Calculates discounts, requests customer identification for certain discounts and receipts as required.
- Maintains sufficient amounts of change in cash drawer.
- Balances cash drawer and receipts; documents discrepancies.
- Assists customers in locating specific items.

EDUCATIONAL BACKGROUND

Bachelor of Science in Information Technology

AMA Computer College

Lucena, City

2010-2013(*undergraduate*)

PERSONAL INFORMATION

Birthday	:	December 17, 1994
Civil Status	:	Single
Nationality	:	Filipino
Visa Status	:	Tourist Visa