

# ROMEO TRANGIA JR.



## **Personal Details:**

**DOB:** 25<sup>th</sup> November, 1982

**Nationality:** Philippines

**Mobile No:** +974 66748726

**E-mail Address:** romeotrangia2@gmail.com

## **Career Objective**

*To be able to work in a company that will help enhanced more my knowledge and skills that will fit my qualifications.*

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## **Work Experience**

***February 2017 to December 2019***

***Employer: TELUS International Philippines Inc.***

***Department: Customer Service***

***Address: Cubao, Philippines***

***Position: Customer Service Representative***

- *Receiving incoming calls from the US based clients.*
- *Greeting them with a positive tone of voice.*
- *Listening to the customers concerns keenly with humility.*
- *Understanding the problem from the customer.*
- *Giving correct solutions to the problem of the client.*
- *Maintaining accurate records of customer.*
- *Collecting customer feedback from the solutions given.*

***August 2013 to July 2015***

***Employer: New Smart Office Automation LLC***

***Department: Office Equipment Division (Sharp Brand MFP)***

***Address: Abu Dhabi, United Arab Emirates***

***Position: Sales & Marketing Officer***

- *To generate revenue from the assigned territory in order to achieved the set sales target.*
- *Ensures achievement of sales required.*
- *Ensure territory coverage to touch all opportunities.*
- *Provide consistent support to existing client and create new customer base.*
- *Conduct product demonstration and sales presentation.*
- *Follow-up payment related matters and submission of payment to the account department.*

**March 2008 to July 2013**

**Employer: Juma Al Majid Est.**

**Department:** Office Equipment Division (Konica Minolta MFP, Kardex Filing System, Time Two Filing System)

**Address:** Dubai, United Arab Emirates

**Position: Sales Executive Showroom In Charge**

- To generate revenue from the assigned territory in order to achieved the set sales target.
- Talk to walk-in customers and provide solutions for their companies need.
- Calling the company listed for cold calling and collecting information.
- Provide consistent support to existing client and create new customer base.
- Receiving all calls for business related inquiries and or appointment.
- Follow-up payment related matters and document filling(delivery note, cash receipts, purchase orders etc.
- Provide periodic business activity reports to the Sales Manager.

**March 2000 to December 2005**

**Employer: Jollibee Foods Corporation**

**Department:** Warehouse Dept.

**Address:** Philippines

**Position: Team Leader/Cashier**

- Responsible for managing the day-to-day operations within the store operation.
- Receiving, inspecting, and logging incoming goods and materials from the warehouse.
- Storing items in an organized and safe manner in a store settings.
- Oversee the correct standard operating procedure ensuring that the cashiers and dining service crew execute the following; smile and greet, taking orders, suggest promos.
- Giving the correct change for the payment and order assemble.
- Calling dining crew to assist the customer for dine-in in serving the orders.
- Thanking the customer for the order taken and keep the eye contact for saying “thank you”
- Ensure the store is clean and proper including all the equipment, machinery, utensils and floor tiles were utmost cleanliness.

### **Strengths /Skills**

- Ability to perform consistently under pressure and in a varied environment. To adapt quickly to ideas methods and environment, speak and write proper English. Knowledge in Microsoft Application and Oracle System. Hardworking and diligent on working hour.
- Tile Setting National Certified.
- Scaffolding National Certified.
- National Professional Driver

### **Training/Awards**

<b>Training/Award</b>	<b>Date Conferred</b>	<b>Institution</b>	<b>Location</b>
<b>Top Sales Colour Master</b>	Dec-12	Konica Minolta	Dubai
<b>Konica Minolta Product Specialist</b>	Oct-12	Konica Minolta	Dubai
<b>Oracle (Material Management)</b>	Mar-08	Oracle	Dubai
<b>Records Management Software</b>	Sep-11	Kardex Remstar	Dubai
<b>Target Market Applications</b>	Sep-11	Kardex Remstar	Dubai