



**Val Kendrick Tan Velasquez**

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**Education: Kester Grant College 2005 - 2010**  
1608 Quezon Avenue, Quezon City  
**Bachelor of Science in Nursing**

**Work Experience:**

- Freight Process Outsourcing Solutions Inc. – Project Coordinator/Team Leader (Aug 2021 – Present)
  - I handle administrative work and serve as a contact person to the client.
  - I prepare the attendance and billing report which will be sent out to the client.
  - I Hire, Train, Coach agents.
  - I prepare end of day reports which is sent to the client.
  - I prepare the QA sheet and listen to agents call recordings for coaching and one on one sessions.
  
- EastWest Bank – Business Development Sales Officer (Sept 2017 – Feb 2018)
  - I Acquire New-to-bank clients and manage their clients expectations,my goal is to make the client a “complete” customer by making our bank their main choice for their payment collections to their disbursements. I also present to the clients the various cash management services tailor fitted to their needs and requirements. I facilitate clients loan applications (personal/corporate) and course them to the proper department/s for approval. I also explore on opportunities for any investments that the client might be interested with. I also scout my designated area and I map the area and prioritize potential clients. Teach and refresh the staff on how to cross sell other bank products for additional production of the branch
  
- Metrobank – Branch Sales Officer (Sept 2015 – Sept 2017)
  - I Acquire New-to-bank clients and manage their clients expectations,my goal is to make the client a “complete” customer by making our bank their main choice for their payment collections to their disbursements. I also present to the clients the various cash management services tailor

fitted to their needs and requirements. I facilitate clients loan applications (personal/corporate) and course them to the proper department/s for approval. I also explore on opportunities for any investments that the client might be interested with. I also scout my designated area and I map the area and prioritize potential clients. I also teach the staff and tellers other bank product for them to cross sell in order for the branch to attain and exceed the given quota and also add to their KPI.

- UPS Delbros Inc. – Account Manager (April 2014 – July 2015)
  - I manage a portfolio of existing accounts and also acquire new clients. My main task is to ensure that we are the client's first choice for their shipping requirements by first knowing the client's business process and from there I can tailor fit the proper services that we will present to put more value to what we are offering. I manage the accounts by monitoring their monthly revenues and also exploring other possible opportunities in which the company can help them. I revise client's contracts in terms of their discount but ensuring that the client will comply to their committed monthly revenue that is provided in the contract, if the client fails to comply with the committed revenue I have to review and visit the client to know and explore more about the non-compliance.
  
- Asia United Bank – Field Sales Officer (October 2012 – April 2014)
  - I acquire new clients for the bank and ensure that me and the branch will meet the required budget by year end, this is in terms of deposits, loans, investments, time deposits and cash management services which generate revenue to the bank. I have an assigned area in which I map and explore.
  
- Honda Cars Kalookan Inc. – Sales Executive (March 2012 – October 2012)
  - I entertain walk-in clients in the showroom and answer the clients questions regarding the cars that we have on display. I also give advice to clients depending on how they plan to use the car. I assist the client for their application for in-house financing and monitor its progress for approval. I explain and show the clients choice of car upon release of the unit and also show them how to properly operate the car as well as explaining to them the importance of keeping the cars warranty and having it serviced on time.
  
- DAWG audio – Part Time Store Manager (June 2011 – October 2011)
  - I manage and check progress on the cars of the clients. I check on the quality of the finished product as well as tune the cars audio system before releasing it to the client. I

ensure that stocks are always available and monitor what products are fast moving and what is not. I answer all inquiries via forum and social media and also think of creative packages for car audio systems so that we can meet our monthly budget.

- NCO/RMH – Telesales Representative (March 2011 – June 2011)
  - I take on inbound sales calls for Sprint. I process new applications and answer the customers questions regarding the companies post-paid packages. I make sure that every call is a quality call because I have to keep my KPI on a high rating due to calls are being recorded and monitored randomly. I make sure to provide an excellent customer service experience to the client so as to make the client apply for a post-paid line.

**Personal Background:**

Age: 33 years old  
Birthday: October 13, 1987  
Height: 5'10"  
Weight: 155 lbs.  
Religion: Catholic  
Father's name: Noel S. Velasquez  
Occupation: Logistics Manager – Buildnet Construction Inc.  
Mother's name: Theresa T. Velasquez  
Occupation: Housewife

**Character Reference:**

(to be supplied, upon request.)