

NOEL CUSTODIO SANIEL, JR.

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I. SUMMARY OF QUALIFICATIONS

- Consistently exceeds expectations during performance evaluations.
- Has excellent training, communication and interpersonal skills.
- Manifests astute management, administrative and disciplinary competence.
- Understands the clients' needs, and adheres to clients' quality standard and requirements.
- Has advance proficiency in various computer applications such as the Microsoft Office (e.g. Excel, Word, PowerPoint, Outlook and FrontPage), Adobe Photoshop, Cool Edit Pro version 2.0, Cisco IPCC, VerintUltra, and Avaya.
- Has an average of above 89% passing rate in all training programs with commendations from Team Leaders on trainees' performance after training.
- Able to perform training needs analysis for any training program (i.e. sales, lead generation, market research, monitoring)
- Able to design, develop and implement an effective and efficient training programs for new accounts given limited time

II. SUMMARY OF CONFIRMATIONS/CERTIFICATIONS

- September 13, 2005 – Confirmation and appointment as **Sales and Operations Trainer** under HROD Department, Globalstride Corporation
- October, 2004 – Confirmation and appointment as **Sales and Operations Team Coach** under Operations Department, Globalstride Corporation
- August 11, 2004 – Promotion to **Customer Care Specialist Level II (CCS-II)** under Operations Department, Globalstride Corporation

III. WORK EXPERIENCE

Globalstride Corporation

November 22, 2002 to Present

25th Floor, IBM Bldg. Eastwood City, Libis, QC

Tel. #: 02-9118866 Local. 2032

June 13, 2005 to Present

HROD Training Department

Sales and Operations Trainer, OIC

Accomplishments:

Designed, Developed, Implemented & Evaluated Account Specific Training Programs such as:

- Sales & Lead Generation Accounts (e.g. McGrawHill Publication, Online Yellow Pages & Restaurant Listings, Thoroughbred Publishing, DishNetwork, Discount Clubs, Personal Injury Claims, etc.)
- Publishing Accounts (Advanstar, Networkworld, Business News Publishing, Canon, Babcox, National Underwriter, etc.)
- Mobile Community Monitoring Account (AirG)
- Inbound Account (Thompson Group Linen Source)

Designed, Developed, Implemented & Evaluated Core Skills Training Programs such as:

- Coaching Fundamentals Training Program
- Sales Fundamentals Training Program
- Telesales Training Program
- Incubation Training Program

Conducted training needs analysis across all existing campaigns, both account specific and core skills training programs. (i. e. Call Handling and Skills Evaluation Program)

Designed test instruments for training across all campaigns (i.e. Diagnostic Exams, Final Exams, Quizzes, etc.)

Designed measurements to evaluate the data collected from the tests administered during training across all campaigns including new programs (i.e. Performance Evaluation Forms, Trainee/Training Evaluation Forms, etc.)

Oriented project based employees on company policies and procedures.

Performed Team Leader responsibilities for trainees during training and supervisory responsibilities for training department during absence of immediate supervisor.

October 2004 to June 13, 2005

Operations Department

Sales and Operations Team Coach, OIC

Accomplishments:

Supervised and coached a team of more than 20 agents handling outbound US-based sales account. Target sales increased to over 30%

Supervised and coached a team of more than 10 agents handling outbound UK-based sales account. Target sales increased to over 30%.

Performed team leader responsibilities for agents of publishing accounts.

August 11 to October 2004

Sales and Lead Generation Team

Customer Care Specialist – II

Accounts: Mortgage Lead Generation and Time-share Resorts

Accomplishments:

- Pre-qualified clients based on the specifications set by the account before providing service.
- Provided an effective outbound sales approach to clients.
- Effectively closed deals in accordance with the standards set by the campaign.

May 22, 2003 to August 11, 2004
Publishing Team
Customer Care Specialist – I
Accounts: Publishing Campaigns

Accomplishments:

- Provided front line support and assistance to US-based, European and Asian clients in the executive, administrative or specialized positions of high-profile industries through outbound calls; analyzed and provided sound diagnosis with practical solutions to problems of clients regarding their accounts.
- Made outbound calls to potential and existing clients of various publishing houses for several technical, specialized, and general publishing accounts.
- Ensured clients satisfaction by efficiently handling calls and maintained good faith between contacts and the account being represented.

Date Regularized: May 22, 2003

Date Hired: November 22, 2002

800 Aces Corporation, An affiliate of Citibank

November 22, 2002 to May 22, 2003

17th Floor, Citibank Bldg, Eastwood City, Libis, QC.

Telesales Representative

Accomplishments:

- Provided opportunities for existing Citibank credit card holders with good credit standing to convert their existing Credit dues to payable amounts, as well as the opportunity to do balance transfers from their other non-Citibank credit cards; Promoted the latest programs of Citibank via telephone service. Informed clients of their due dates and their current outstanding balances.

III. EDUCATIONAL ATTAINMENT

College	B.S. Chemical Engineering
	College of Engineering
	University of the Philippines,
	Diliman, Quezon City

IV. CHARACTER REFERENCES

To be provided upon request.