



JOSE SHAUN T. CAYETANO

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Davao City 8000, Philippines

SUMMARY:

Dedicated Customer Experience Agent with a passion for delivering exceptional service. Proven ability to resolve issues, cultivate positive relationships, and enhance overall customer satisfaction. Strong communication and problem-solving skills. Dynamic Sales Manager with a proven track record of driving revenue growth. Skilled in team leadership, strategic planning, and client relationship building. Excel in fostering a high-performance sales culture. Strategic Procurement Manager with expertise in sourcing, negotiation, and cost optimization. Proven track record of driving efficiency and delivering savings. Strong analytical and vendor management skills. Strategic Marketing Officer with a proven track record in developing and executing innovative marketing campaigns. Skilled in market analysis, brand management, and driving revenue growth. Effective communicator and team leader committed to achieving business objectives. Coordinates project activities, ensures timelines are met, and facilitates communication among team members. Implements strategies for project success, monitors progress, and evaluates outcomes for effective development. Proven leader adept at fostering collaboration, driving results, and optimizing team performance. Strategic thinker with excellent communication skills, guiding teams to success through effective planning and execution.

EXPERIENCE: CUSTOMER EXPERIENCE AGENT, ALORICA, NOVEMBER 8 2022 – SEPTEMBER 6 2023

Davao City 8000, Philippines

Job Descriptions:

- Follow communication procedures, guidelines and policies.
- Handle customer complaints.
- Provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Keep records of customer interactions.
- Process customer accounts and file documents.
- Take the extra mile to engage customers.

EXPERIENCE: SALES MANAGER, DCAV SAFETY GEARS TRADING,

FEBRUARY 1 2021 – OCTOBER 31 2022, Davao City 8000, Philippines

Job Descriptions:

- Achieve growth and hit sales targets by successfully managing the sales team.
- Design and implement a strategic business plan that expands company's customer base and ensure it's strong presence.
- Build and promote strong, long-lasting customer relationships by partnering with them and understanding their needs.

EXPERIENCE: PROCUREMENT MANAGER, DCAV SAFETY GEARS TRADING,

JANUARY 21 2020 – JANUARY 31 2021, Davao City 8000, Philippines

Job Descriptions:

- Preparing plans for the purchase of equipment, services, and supplies.
- Reviewing, comparing, analyzing, and approving products and services to be purchased.
- Managing inventories and maintaining accurate purchase and pricing records.

EXPERIENCE: MARKETING OFFICER, DCAV SAFETY GEARS TRADING,

JANUARY 7 2019 – JANUARY 20 2020, Davao City 8000, Philippines

Job Descriptions:

- Used the innovative customer engagement and creative sales techniques to increase sales of our client's product at retail.
- Used the passion for customer service and knowledge of technology to build quality relationships with consumers at retail.
- Provided sales and customer trends data for quarterly business reviews to measure performance.

EXPERIENCE: PROJECT DEVELOPMENT OFFICER II, DSWD FIELD OFFICE XI,

MARCH 3 2014 – DECEMBER 31 2018, Davao City 8000, Philippines

Job Descriptions:

- Conducts Environmental Scanning in the Identified Barangays / Municipalities.
- Conducts Micro Business Management Training to Organized SLPAs.
- Assists in the Organized SKAS in Determining Project Viability.

EXPERIENCE: TEAM LEADER, DSWD FIELD OFFICE XI,
MAY 1 2013 – NOVEMBER 30 2013, Davao City 8000, Philippines

Job Descriptions:

- Direct and co-ordinate the operations of the department, operating unit.
- Maintain systems and procedures for operating efficiency.
- Manage staff for optimum performance.
- Establish and maintain controls.

EDUCATION:

Bachelor of Science in Commerce (B.S.C)
Major in Management, University of Mindanao, Davao City 2008

REFERENCE:

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|---|---|---|
| 1. Ms. Bea C. Rodriguez
Human Resource Management
DCAV Safety Gears Trading
Davao City 8000
(082) 227-5926 | 2. Ms. Kathy L. Mendez
Accounting Unit Head
DCAV Safety Gears Trading
Davao City 8000
(082) 227-5926 | 3. Ms. Loreta L. Anas
Assistant Regional Director for Administration
DSWD Field Office XI
Davao City 8000
(082) 227-1964 |
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