

**ALEXANDER FELIX MICIANO REYES**

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FIN: G3007194N

Passport No. EC3861768

DOB: September 16, 1986

Marital Status: Single

Nationality: Filipino

**OBJECTIVE**

To join a company where I can apply my knowledge as a marketing major graduate and at the same time, help in the attainment of its goals.

**EDUCATION**

2003 – 2006

DE LA SALLE UNIVERSITY – MANILA (PHILIPPINES)

Earned a degree in Bachelor of Science in Commerce, Major in Marketing Management

1996 – 2003

DON BOSCO TECHNICAL INSTITUTE TARLAC (PHILIPPINES)

Earned Primary and Secondary Diploma

**WORK EXPERIENCE**

Jul 2016-Sept 2017

CUSTOMER ACCOUNT EXECUTIVE, PIXART PTE LTD. (SINGAPORE)

- Markets IT products such as website development, software development, graphic designs, etc
- Looks for new leads and prospects by contacting them
- Makes pitches to win new businesses
- Schedules meetings with customers and prospects via email or phone to establish rapport
- Meeting and negotiating with clients, solving any problems and making sure deadlines are met
- Handles a client portfolio of around SGD 150,000 that includes companies like AVScience, Eternal Asia Distribution Pte Ltd, Oilfield Workforce Intl, Swiss Asia Capital, and Bekaworld Singapore.
- Handles individual client projects
- Coordinates with the internal team for the accomplishment of the project
- Prepares contracts according to clients' requirements without risking the interest of the company
- Prepares monthly invoices for clients
- Training clients upon handover of the projects
- Handles customer inquiries, complaints, feedbacks, payments, etc
- Schedules regular visit to clients
- Reports to the director for any company decisions

Oct 2015-Jul 2016

CUSTOMER SERVICE MANAGER, RANDSTAD PTE LTD. (SINGAPORE)

- Deployed under Pixart Pte Ltd.
- Schedules meetings with customers
- Handles individual client projects
- Cross sells other products such website development, software development, graphic designs, etc
- Coordinates with the internal team for the accomplishment of the project
- Prepares contract according to clients' requirements without risking the interest of the company
- Ensuring pleasant long term relationships with clients by regularly keeping in touch with them
- Prepares monthly invoices for clients
- Conducts regular competitor checks to ensure products are at par with the industry
- Handles customer inquiries, complaints, feedbacks, payments, etc
- Negotiates with customer requirements
- Reports to the director for any company decisions

- Dec 2013-Sept 2015      CUSTOMER SERVICE MANAGER, PRESTIGE VALET PTE LTD. (SINGAPORE)
- Facilitates valet transactions from check-in to check-out of customers' vehicles
  - Attends to customer concerns regarding inquiries and payments
  - Handles customer complaints
  - Reports to the manager cash box content
- Mar 2013-Oct 2013      JUNIOR ASSISTANT MANAGER, CONSUMER FINANCE, ROBINSONSBANK, HEAD OFFICE (PHILIPPINES)
- Acquires new customers through various marketing channels/events (assigned branches, real estate developers and agencies)
  - Participates in sales activities and marketing-related events like road shows to develop business
  - Manages a sales portfolio and build strong relationships with real estate agencies/developers to acquire new businesses and to achieve desired mortgage and related lending product targets
  - Prepares recommendations for approval of the management the tie-up with real estate agencies/developers to make a sound proposition without risking the bank's interest
  - Assesses customer loan requirements and work out sound loan schemes to suit every individual
  - Evaluates loan application and documentation by confirming credit worthiness
  - Negotiates complex financial transactions and prepares transactions for documentation
  - Liaise and follow-up with Credit Officers for clarification of conditions precedent and approval terms
  - Facilitates after sales transactions and achieve customer satisfaction (document compliance, information updates, interest rate requests/re-pricing, re-loan, and other client requests)
  - Participates in the identification of problem areas and development of resolutions to address them
- Aug 2012-Mar 2013      ACCOUNT OFFICER, MORTGAGE SALES, EASTWEST BANK, (PHILIPPINES)
- Acquires new home loan applications from assigned branches
  - Monitors status of loan applications and promptly act on the requirements to ensure sufficient service proposal
  - Evaluates and assesses credit and financial capability of the clients. Manages approved and released loan accounts
  - *Reason for Leaving: Career growth*
- Dec 2011-Apr 2012      FINANCIAL SOLUTIONS ASSOCIATE, AXA PHILIPPINES
- Licensed Insurance Distributor
  - Works closely with branch staff to provide innovative product solutions to address customers' health protection and long-term savings and investment needs
  - Participates in branch promotions and campaign activities
  - Strengthens long-term relationships with customers through excellent customer service
  - *Reason for Leaving: Career growth*
- Oct. 2007-July 2011      ACCOUNT OFFICER, WHOLESALE LENDING, RCBC SAVINGS BANK (PHILIPPINES)
- Markets real estate loan products to developers.
  - Assesses developers to be accredited by the bank which involves analysis of financial and corporate documents to establish possible tie-ups.
  - Manages the portfolio of each of the developer.
  - Aggregate loan portfolio: Php 1.6Billion
  - *Reason for Leaving: Career growth*
- February-July 2007      AD & PROMO ASSISTANT, SM HYPERMARKET, HEAD OFFICE (PHILIPPINES)
- Worked with the monitoring of signages, inventory of raffle coupons and prizes, and strategic location of events inside the store area for all the branches.
  - *Reason for Leaving: End of Contract*

## SKILLS

- Customer profiling/screening
- Sales (Corporate/Individual)

- Customer Service (Pre/Post Sales)
- Proposal/Memo Recommendation/Presentation
- Portfolio Management
- Negotiating/Bargaining
- Financial/Credit Analysis
- Corporate Discipline
- Microsoft Office Word, Excel, Powerpoint, Outlook
- AS/400

### **EXTRA-CURRICULAR ACTIVITIES**

- 2005 – 2006                    ADVERTISING TEAM OFFICER, DLSU JUNIOR MARKETING ASSOCIATION (JEMA)  
(PHILIPPINES)  
Designed posters, shirts, membership cards, etc.
- 2002 – 2003                    TREASURER, DBTI-T STUDENT COUNCIL (PHILIPPINES)  
Managed the funds of the council.

### **SEMINARS ATTENDED**

- April 2011                    ACCOUNTING PROFITABILITY ANALYSIS  
RCBC Savings Bank (PHILIPPINES)
- February 2011                INTEGRATING GOVERNANCE, RISK AND COMPLIANCE TOWARDS GREATER  
EFFECTIVENESS  
RCBC Savings Bank (PHILIPPINES)
- February 2011                PROCESS IMPROVEMENT TOOLS AND TECHNIQUES  
RCBC Savings Bank (PHILIPPINES)
- January 2011                 SIGNATURE IDENTIFICATION SEMINAR / APPRAISAL APPRECIATION COURSE  
RCBC Savings (PHILIPPINES)
- April 2010                    COMPREHENSIVE SEMINAR ON COMPLIANCE, ANTI-MONEY LAUNDERING ACT,  
RISK, AND SECURITY AWARENESS (CARS)  
RCBC Savings Bank (PHILIPPINES)

### **PERSONAL BACKGROUND**

Born on September 16, 1986 at Tarlac City, Tarlac, Philippines. Speaks fluent English and Filipino. Enjoys playing outdoor sports and computer games, reading fictional books, surfing the internet and listening to good music. A licensed driver who loves adventure and likes to travel to new places. Time and goal-oriented. Resourceful and flexible. Friendly and easy to get along with.

### **REFERENCES**

Katrina Tan 65 9018 4630 | Raymond Roque 65 8318 7235 | Kris Carpio 65 9074 4569