

# JENNELYN MARIE L. NIEVERA

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Date of Birth – 8<sup>th</sup> December 1978



Believes in leadership by example; excellent team player with organizational and time management skills. Highly dependable, creative, open to giving and receiving feedback, always willing to continuously improve and learn new things.

Management or Leadership position where I can effectively utilize my expertise in Sales, Administrative Support, Research and Gathering information, Marketing & Advertising, Training and Coaching, Customer Service & Client relations, Project Management, Hospitality Management, Staff Recruitment and Retention.

## RECENT EXPERIENCE

MARCH 2013 TO AUGUST 2021

### **HEAD OF CUSTOMER SERVICES, EXECUTIVE ASSISTANT TO CEO, SALES ADMIN AND LISTING MANAGER**

BLUE HORIZON THAILAND & PHUKET CONDOS AND HOMES

Head of Customer Service for Blue Horizon Thailand Co., Ltd – (September 2019 – August 2021)

- Leading the Customer Services staff team.
- Developing client related service procedures, policies, and standards.
- Set a clear mission and deploy strategies focused towards support for all clients.
- Recruit, mentor and develop customer service team members.
- Resolve complex issues and inquiries of clients via email, phone or face to face meetings.
- Improve customer service experience by engaging customers in resolving their concerns.
- Constant follow up on Clients pending issues until successful completion.
- Providing advice and information to customers in relation to the local real estate market.
- Maintaining a good relationship with all clients.
- Consult with other departments (including Hotel Management) to solve issues.
- Keep accurate records of customer service actions for future use and references.
- Delegating tasks - customers concerns to CS Team and follow up to ensure solution.
- Generating leads to help achieve sales targets.
- Reporting back to the CEO and Management Team on a regular basis.

Executive Assistant to CEO, Sales Admin and Listing Manager for Phuket Condos and Homes Co., Ltd – (March 2013 – September 2019)

- Reporting directly to CEO.
- Prepares and edit correspondence, communications, presentations and other documents needed especially for Monday morning meetings.
- Welcomes guests and customers by greeting them, in person or on the telephone, responding to emails, answering and directing enquiries from both company desk phone and mobile phone.
- Manage travel arrangements/itineraries from flights, hotels, airport pickups and data

roaming packages.

- Liaise with Accounting and Finance department regarding payments for Agents sales spiffs, Top marketing's monthly spiffs and Wow Awards. Sending and receiving documents for invoice of Company commission fees. Also responsible for payments for CEOs 19 other companies dealing with Public Relations, Digital Media Companies, International Property Awards and his personal expenses.
- Act as a Corporate Event Planner for Year End Christmas Party, Sales Trainings, Team Buildings (both local and abroad venues) and Property Awards gala dinner invitations.
- Joining Property awards for Blue Horizon Developments and Property in Phuket/Phuket Condos and Homes: Completing online registrations, choosing appropriate categories and submitting winning entry forms for each category selected.
- Record, Transcribe and distribute minutes of meetings (as needed),
- Completes project by assigning work to sales admin assistant and follow up on results (as needed)
- Maintains CEOs appointment schedule by planning and scheduling meetings, conferences and teleconferences (as needed).

#### Sales and Administrative Manager

- Oversee all aspects of admin support for PCH/PIP and several for Blue Horizon Developments.
- Create, manage and update all sales back office admin like systems/templates for sellers, buyers, client database management, lead generation from website, emails and marketing booths.
- Ensure that all agent activities are limited to property viewing tours, negotiating and closing sales, Client Follow ups and feedbacks and New Project inspections.
- Coordinate purchasing of any office equipment; marketing materials (billboards and Advertising) and any other business-related supplies like business cards, brochures, flyers etc.
- Maintains and prints out sales kit for newly hired agents and Correlate with HR on creating forms and contracts (example: commission contract and memorandum for company cars).
- Track & correspond to all marketing booths customer survey forms (appointments, Call/Email for appointments) contact from page wish list, ZOHO CRM, SalesIQ chats and selling enquiry forms from websites, social media & other online sources.
- In charge of annual advertising in billboards and in Department stores and Airports.
- Work together with IT department on uploading photos and logos of BHD and PCH/PIP, agent marketing videos & property videos on websites, social media and Monthly Newsletter campaigns.
- Generate month end reports for PIP/PCH marketing and sales agents, and also for Blue Horizon sales managers. Updating pricelist and promotions from developers and cascading information to sales agents.
- Prepares certificates awards for Top Marketing, Top Agent and Closer of the month for PCH/PIP and BH respectively.

#### Listing Manager (Listing to Contract)

- Oversee all aspects of seller's transactions from broker's agreement to reservation/purchase agreement.
- Prepare all listing materials: Listing Agreement, sellers' disclosures, photos and descriptions of property for sale or rent.
- Obtain all necessary signatures on listing agreement, disclosures and other necessary documentation.
- Coordinate inspections & provide feedback to sellers and all marketing activities.
- Update prices and photos as per the owners/sellers advise.

## SUMMARY OF PAST EXPERIENCE

**OCTOBER 2012 – FEBRUARY 2013**

**ENGLISH TRAINER/COMMUNICATOR, HILTON PHUKET ARCADIA RESORT AND SPA (PHUKET, THAILAND)**

Managing Customer Service

- Consistently delivering high standards of Customer Service, focusing on Hospitality.
- Ensuring high level of Product knowledge for the Hotel and Local surrounding Area.
- Striving to create a unique and memorable experience for Guests thru “Hilton Moments”.

Human Resource and Development

- Administer Test and Oral Evaluations on Job candidates for the Hotel.
- Participate in Blue Energy activities to support HR Team (eg – Beach cleaning)
- Translate English and/or Checks English Grammars of all documents for communication.

Training Plan and Budget

- Analyzing English Language training needs within the Hotel.
- Preparing, Communicating and Implementing English Language Training Business plan.
- Developing and Delivering English Language Programs/Activities in line with training.
- Coordinating with all departments to identify training needs and preparing materials.

Training and Development

- Conducting English Language Training classes according to team member's Proficiency.
- Ensuring that candidates are properly tested in English Proficiency.
- Monitoring progress and ensuring staff received sufficient English Language Training.
- Assisting HODs in utilizing English Training to meet their Operational needs.
- Analyzing problems and complaints through guest's feedback (Tripadvisor, Salt Ratings)
- Providing support materials for training sessions and update training manuals.
- Following up with HODs on preparation and execution of Monthly Training Plans.
- Observing and Evaluating TMs ELP by Round-the-clock Floor Walks.
- Establishing English Knowledge, Tips and Updates to all TMs through the Bulletin Board.
- Preparing Monthly Training Reports and Comprehensive Records for all Training Activities
- Guaranteeing that all documentation is accurately completed and recorded.
- Coordinating with HR in planning TMs activities (Blue Energy) in the Hotel.

**APRIL 2011 – OCTOBER 2011**

**OPERATIONS MANAGER, CYBERNET SLASH SUPPORT (CSS) CORP (TAGUIG CITY, PHILIPPINES)**

- Managed Overall Inbound sales Operations and ensured objectives were accomplished.
- Delegated responsibilities to TLs for their own improvement thru the TL task list.

- Analyzed performance results and implement department improvements (PIP).
- Proactively planned for upcoming organizational leads and implemented all strategies.
- Ensured program operates efficiently according to client and company measures.
- Analyzed and maintain client service level agreements.
- Determined appropriate staffing levels and implement strategies to ensure efficiencies.

## EDUCATION

**2000**

**AB ENGLISH**, ST. PAUL COLLEGE TUGUEGARAO, CAGAYAN VALLEY PHILIPPINES

**1991 TO 1995**

**HIGH SCHOOL**, ST JOSEPH COLLEGE, E. RODRIGUEZ SR, QUEZON CITY PHILIPPINES

## SKILLS

- Languages Spoken and Written: English & Filipino (Tagalog), Can speak basic Thai
- Strong personal character ethic; upholds integrity, professionalism, flexibility, being proactive, service orientation, responsible stewardship.
- Familiar with: Windows Based Applications: Desktop Publishing & Multimedia &
- Internet Applications: Adobe Photoshop, Microsoft Office (Word, Excel, PowerPoint) and Microsoft Teams, CRM systems, Zoom Platform, G-Suites, SEO and Web Research, Reservation & Online Ticketing Systems.

## ACTIVITIES

Summited Mount Kilimanjaro in Tanzania on June 29, 2018.

An avid reader who cherishes a healthy dose of the Vitamin Andaman Sea.

Currently hold a 10-year B1/B2 USA Visa (2018-2028)

## REFERENCES

Available upon request.