JOSEPH JAMES B. PATRICIO

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CSR / RETAIL MANAGER / BUYER / TSR

I am a dynamic and results-driven professional with a robust background in Retail Management, Customer Service, and Technical Support. With a decade of retail experience in Singapore and over four years in BPO in the Philippines, I offer a distinctive combination of customer-focused service and technical expertise. My background encompasses solid experience in sales management, e-commerce, graphic design, and customer relations.

STRENGTHS AND EXPERTISE

Communication	Retail Management	Computer Fundamentals
Analytical Skills	Administrative Support	Graphic Design
Customer Service	Negotiation Skills	Technical Support
Team Leadership	Visual Merchandising	Operations Management

PROFESSIONAL EXPERIENCE

TTEC PHILIPPINES **October 2021 - July 2024**
Customer Service Representative II

- Delivered outstanding customer support by resolving customer inquiries and issues efficiently, ensuring high levels of customer satisfaction and loyalty.
- Processed transactions, including payments, adjustments, and account updates, while ensuring accuracy and adherence to security protocols.
- Escalated complex or high-priority issues to appropriate departments or management for prompt resolution.
- Acted as a Subject Matter Expert (SME) to support and mentor newly hired trainees during their nesting and training phases.

CASH CONVERTERS (Stevetay Pte Ltd) | Singapore **August 2018 - December 2020**
Retail Manager

- Lead a team in organising all store operations and allocated responsibilities to each personnel.
- Administrative duty and Bookkeeping.
- Inventory Management: Monitored stock levels and purchases within the budget.
- Planned promotions, events and visual merchandise of the store.
- Managed e-commerce to ensure another source of revenue

CASH CONVERTERS (Stevetay Pte Ltd) | Singapore **August 2014 - July 2018**
Buyer

- Negotiated and offered a fair price to buy-in used items
- Inventory Management: Monitored stocks from the supplier.
- Maintained and updated store's online website and apps
- Assisted Managers with their Duties and Responsibilities

CASH CONVERTERS (Stevetay Pte Ltd) | Singapore **January 2011 - July 2014**
Retail Sales Associate

- Provided excellent customer service in attending customers needs.
- Processed transactions accurately using point-of-sale (POS) systems
- Promoted and upsell products to meet sales targets.
- Ensured the store is clean, organised, and visually appealing.

TELEPERFORMANCE **August 2009 - November 2010**
Technical Support Representative

- Provided excellent customer service and support for BIGPOND DSL customers.
- Resolved customer complaints and technical problems efficiently and effectively.
- Performed diagnostics on hardware and software to identify and resolve issues.
- Provided guidance on best practices and preventative measures to avoid future technical issues.

ADVANCED CONTACT SOLUTIONS INC. **May 2007 - December 2007**
Technical Support Representative

- Provided excellent customer service and support for VERIZON DSL customers.
- Resolved customer complaints and technical problems efficiently and effectively.
- Performed diagnostics on hardware and software to identify and resolve issues.
- Provided guidance on best practices and preventative measures to avoid future technical issues.

EDUCATION

Bulacan State University
Graduate Diploma in BS in Computer Engineering **(BSCOE** 2007)

CERTIFICATION AND TRAININGS

WORDPRESS and MARKETING (Kurso.ph)	August 14, 2024
SOCIAL MEDIA MANAGEMENT (Kurso.ph)	August 13, 2024
GRAPHIC DESIGN with CANVA (Kurso.ph)	August 13, 2024
MICROSOFT DIGITAL LITERACY (TESDA)	July 14, 2024
TEAM LEAD BUILD 101 (TTEC Leadership Institute)	October 2022
PROVIDE ADVICE ON FURNITURE PRODUCTS (WSQ Singapore)	October, 2017
WIRELESS LAN TECHNOLOGY (BULSU)	January 2007
BASIC ADOBE PHOTOSHOP (BULSU)	January 2007

AWARDS

Employee of the Year (CASH CONVERTERS, Singapore)	2015
GOLD Awardee (Singapore Retail's Association EXSA)	2015
STAR Awardee (Singapore Retail's Association EXSA)	2014
GOLD Awardee (Singapore Retail's Association EXSA)	2013
SILVER Awardee (Singapore Retail's Association EXSA)	2012