



# MARK JEROME LAUS

RETENTION AGENT /  
CUSTOMER SERVICE SALES SPECIALIST /  
SERVICE ADVISOR

## CONTACT

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## PERSONAL

- Birthday: December 8,1990
- Nationality: Filipino
- UAE Residence Visa

## SKILLS

- Multi-tasking
- Direct Sales
- Teamwork
- Time Management
- ZOHO and Sales CRM
- Effective Communication
- Critical Thinking
- Microsoft Proficiency
- English (Fluent)

## OTHER SKILLS

Valid UAE Driving License



## PROFILE

Call Center Specialist with a strong background in sales and customer service. With a consistent record of exceeding performance metrics, I excel at providing customer service and resolving complex issues I am committed to enhancing customer experience by providing timely and effective solutions. Looking forward to contributing to a forward-thinking company with my strong problem-solving skills approach.



## WORK EXPERIENCE

**Bayut & Dubizzle Cars Dubai, UAE** OCTOBER 2021-PRESENT  
Retention Agent Specialist

- Providing thorough information about the inspection result to the clients.
- Providing proper evaluation and pricing of cars either buying or listing.
- Achieving or exceeding established goals for customer retention and satisfaction.

### Call Center Agent Specialist

- Managing large amounts of inbound and outbound calls in a timely manner.
- Take customer calls and provide accurate, satisfactory answers to their queries and concerns
- Meet personal/team qualitative and quantitative targets

**Carswitch DMCC Dubai, UAE** JULY 2017-OCT 2021  
Telesales Executive

- Inbound and outbound for customer service.
- Calling and arranging schedules between mechanics and car sellers for car inspection.
- Calling and arranging schedules between sales agent, Seller and buyer for car viewing and test drive.

**Al Maya Rent A Car Dubai, UAE** DEC 2015-JULY 2017  
Car Service Advisor/Car Rental  
Officer/Customer Service Executive

- Providing world class customer service.
- Assisting customer in renting and returning car.
- Answering customers inquiries and reservations either phone, email and walk ins in a professional manner.
- Discussing bills and remaining balances of the customer in a professional manner.
- Knowledgeable about RTA system, fines and salik.
- Process car registration renewal and arranging tracker device to be installed.

**Indigo Rent A Car Dubai, UAE**

MARCH 2014-DEC 2015

Car Rental Officer/Customer Service Executive

- Provide outstanding customer service and respond quickly to needs and complaints.
- Communicated detailed contracts, rental policies, and procedures.
- Handled multiple phone lines to make reservations, answer customer questions and give quotes.
- Creating and managing corporate accounts.
- Actively managed vehicle maintenance, inventory, cash sheets and daily business reports.
- Update inventory of vehicles that are in use or in maintenance.

**Transcom Worldwide Inc Philippines**

**Comcast Xfinity**

JAN 2013 - JAN 2014

Quality Assurance Specialist

- 95% - 99% calls audited accurately.
- Team / one on one coaching with other representatives to discuss strong and weak points on those specific calls.
- Daily, weekly and monthly meetings with the managers.

**Transcom Worldwide Inc Philippines**

**Comcast Xfinity**

JAN 2010 - JAN 2013

Billing and Collection Executive

- Explaining clearly to the customers/ clients about their bills.
- 99% accurate data entry.
- Adding/ upgrading add on to customers/clients account to hit the sales target of 10% per month.
- Convincing customer to pay their remaining balance to avoid any interruption of our products.
- Collected \$500 to \$600 per month which is above target of \$350 per month
- Resolving any technical problems of our products.
- Target hit with 90% - 95% per month.
- Average handling time of 350- 400 secs per call which is below the target of 450 secs per call.

**Transcom Worldwide Inc Philippines**

**Sears Canada**

NOV 2009-JAN 2010

Client Sales Executive

- Assisting customer from purchasing in a home shopping network with a sales target of \$50 per month.
- Tracking delivery items.
- Assisting complaints and item returns.



**EDUCATION**

**Civil Engineering Professional Diploma**

2022

Filipino Institute | Dubai, UAE

**Bachelor of Science in Nursing**

2009

Riverside College | Philippines