

Ann Marie Gutierrez-Tumulak

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Summary

Mabuhay! I am Ann Marie Gutierrez-Tumulak. Filipino. Currently living at Moreno Valley, California USA 92551. Married with one son. Confidently willing to work with any job available where I can use of my skills like customer service as a front associate or even on a back office positions. I am a goal driven and a client/service oriented person. Definitely open minded and love to challenge myself. I am looking forward in working with you and excited to go with our new journey and adventure together.

Career history

Membership Front line Associate at Sams Club - Walmart

Feb 2023 - Nov 2024 (1 year 10 months)

Maintains safety of facility according to company policies and procedures by conducting safety sweeps; following forklift spotting procedures; following procedures for handling and disposing of hazardous materials; following company steel standard guidelines; and correcting and reporting unsafe situations to facility management. Provides member service by acknowledging the member and identifying members needs; assisting members with purchasing decisions; locating merchandise; resolving member issues and concerns; promoting the company's products and services; providing guidance and support to members regarding member self-service technology; processing member purchases; assisting members with payments according to company policies and procedures for different membership and payment types; assisting members with transactions utilizing registers or self-checkout area; zoning the area; and arranging and organizing merchandise

Front line Associate at Sams Club - Walmart

Dec 2021 - Dec 2022 (1 year 1 month)

Credit And Collection Officer at Juanito King & Sons, Inc.

Oct 2016 - Apr 2017 (7 months)

Credit and Collection Officer at Evergreen

Mar 2015 - Sep 2016 (1 year 7 months)

1 year 7 months

Cebu Evergreen Industries Inc. | Central Visayas, Philippines

Industry Construction / Building / Engineering

Specialization Finance - General/Cost Accounting

Role Financial Accounting & Reporting

Position Level Manager

Monthly Salary PHP 16,000

- Assist in coordinating and executing the timely and accurate collection of customers' accounts, including calling up customers for payment.
- Monitor work progress and collection processes, handle and investigate cases for efficient debt recovery
- Handle inquiries from customers/associates on payment issues and outstanding balances
- Compiling status and management report
- Maintaining in-house credit control system
- Ensuring prompt administration of credit collection policies and procedures
- Prompt follow ups and communication to stakeholders

Sales Coordinator at GO Virtual Assistants Inc.

Oct 2014 - Jan 2015 (4 months)

Provides fantastic experience in telecommunication and paperwork management, with a background in Marketing.

A Sales Coordinator requires strong interpersonal and organizational skills.

Able to respond to any inquiries via telephone or computer, so computer literacy is a vital asset.

Job Responsibilities:

Primary role is to increase the speed and efficiency of the sales team, focusing mostly on managing schedules and the distribution of any sales documentation.

Prepare and then follow up on any sales quotations made for clients.

Must be able to efficiently respond to any online or telephone queries in a calm and friendly manner.

Communicate to all clients, everyday that are currently processing from opportunities to closed sales. (Everyday until deal is closed)

Will be a key person to liaise between other departments and the client to provide the service most suitable to the client's needs, cost and time restraints. (mainly with HR and finance).

Will also be working closely with the Sales team to assess the progress of the department and develop Sales strategy that will generate the required leads to hit the sales targets.

May also be required to produce reports on progress within the department and outline any developed strategies to improve.

Will be the main point of contact with our clients during the placement of new Virtual Assistants.

This requires daily updates to the client.

Customer Service Coordinator at Author Solutions Inc

Jan 2014 - Feb 2014 (2 months)

Industry Printing / Publishing

Specialization Customer Service

Role Customer Service - General

Position Level Fresh / Entry Level

Monthly Salary PHP 22,500

Technical Representative at Stream Global Services

Aug 2013 - Dec 2013 (5 months)

Industry Call Center / IT-Enabled Services / BPO

Specialization Customer Service

Role Customer Service - General

Position Level Fresh / Entry Level

Monthly Salary PHP 18,500

Receive calls from accountants.

Resolves issues using the specific software.

Purely customer service and technical assistance.

Customer Service and Technical Representative at Stream Global Services (Intuit Account)

Aug 2013 - Dec 2013 (5 months)

Receive calls from accountants.

Resolves issues using the specific software (Quickbooks Desktop).

Purely customer service and technical assistance.

SALES COORDINATOR at Cebu Evergreen Industries Inc.

Jun 2009 - Apr 2013 (3 years 11 months)

Duties and Responsibilities

- Serves as a central point of coordination for internal and external communications including regional communications field sales; then organizes or responds appropriately.
- Assists in maintenance of multiple Sales Department databases including project contact database
- Track and monitor key metrics of our Cebu Sales staff in order to achieve "Operational Excellence"
- To assist the Cebu Sales Department with our management process.
- Assists with the executive and administration of all Sales staff.
- Makes arrangements and tracks coordination of corporate promotion and training plans.

- Tracks and coordinates joint sales/ market campaigns (co- op brochures, other sales and/or marketing campaigns as developed).
- Tracks returned mail/faxes and e-mail from large client mailings to capture the resemblance of the correct addressee.
- Coordinates delivery tracking.
- Understands and carries out oral and written instructions.
- Assists Department, as requested, in management by scheduling and coordination meetings.
- Works with various computer programs to verify information and answer questions appropriately.
- Other duties as assigned or as situation dictates.

Sales Coordinator at Habagat Outdoor Equipment

Aug 2007 - Sep 2008 (1 year 2 months)

Skills

Time Management, Telemarketing, Customer Service, Computer Literate, Detailed Oriented, Resourceful, Keen to Organization, Team Leading

Languages

English, Filipino

Education

Bachelor of Science in Business Administration from
University of San Carlos
Finished 2006