



JAECKEL LABRADOR

SENIOR SALES CONSULTANT

EXECUTIVE SUMMARY

Strong analytical and problem-solving skills with cross-functional expertise in sales, operation management, and new development. More than 5 years of work experience in the BPO industry, 8 years of strong sales and operational management skills, and 5 years of rapid success and excellence in the fitness industry particularly in driving sales to consistently contribute to the growth of the club and to its members. An excellent team player with a positive energy that creates a professional, active and fun-filled environment to its colleagues for better improvement and RESULTS.

MY EXPERTISE

- Sales & Marketing
- Web designer (Wordpress with Elementor & Divi)
- Online Marketing & Creative Design
- Fitness Coaching
- Import / Export Skills
- Vast experience in BPO

HOW TO CONTACT ME

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RELEVANT EXPERIENCE

SENIOR MEMBERSHIP SALES AND RETENTION CONSULTANT

FITNESS FIRST GYM – DOHA, QATAR | JUNE 2016 – JANUARY 2021

- Responsible in achieving / overachieving 100% of monthly sales and retention target of the club.
- Responsible in gathering fresh contacts, referrals and acquisitions for daily lead generation.
- Maintain a Minimum Performance Criteria (MPC) of 70% sales closing rate, 40% Contacts to Appointment, 50% Show ratio and a minimum 20 new leads and referrals daily.
- Create proposals and presentations about products, services and benefits for corporate accounts.
- Create and contribute to the growth of fitnessfirstqatar and fitnessfirstcitycenterdoha social media page for online marketing.
- Conduct monthly up trainings for the team, weekly role plays, and share best practices on how to close a sale with the proper sales pitch and leading questions.
- Daily reporting to the Membership Sales and Retention Manager, Club General Manager and Regional Manager regarding the daily workflow and performance of the team.

AWARDS & ACHIEVEMENTS

- 2016 - 2020 Qatar's Best Membership Consultant of the year.
- Multiple awardee of Best membership Consultant of the month for the region of Qatar, Kuwait and Bahrain.
- Multiple awardee and recognized by the CEO as Fitness First Champs in the Middle East.
- 2018 - 2019 Fitness First Survival of the Fittest Champion (Dubai)
- Fitness First The Academy PT1 & PT2 Certified
- Fitness First The Academy BoxX Certified

SALES AND MARKETING EXECUTIVE

PRINTER GARAGE – DOHA, QATAR | MARCH 2016 – MAY 2016

- Responsible for bringing new lists of companies to acquire AMC (Annual Maintenance Contract) and subsequent renewals.
- Responsible in doing sales and marketing strategy by generating leads through calls, door to door, email marketing and events participation.
- Create proposals to acquire business-to-business transactions from small to major companies across Doha, Qatar.
- Setup appointments to discuss products and services to local companies together with the General Manager.

ACHIEVEMENTS

- Increased daily sales by more than 200% in less than 2 months.
- Doubled the number of Annual Maintenance Contract sales.

MOBILE SALES REPRESENTATIVE

TPG TELECOMS | DECEMBER 2014 – JANUARY 2016

- Right-fit Australian customers into the correct phone plan package.
- Meet and exceed monthly revenue and profit targets.
- Maintain detailed knowledge of TPG's Mobile products and service lineup.
- Provide world-class customer service.

SALES AND OPERATIONS MANAGER

ADOLPHE INC | AUGUST 2008 – DECEMBER 2014

- Plan a key-role between the private sector and government in long term planning and importing commodity in the Philippines.
- Work with international suppliers specifically Vietnam, Cambodia, Thailand, Singapore and Hong Kong for government-to-government projects for business transactions.
- Manage and increase the effectiveness of supporting team through improvements to each function as well as coordination between people, office and clients.
- Consistent coordination with guests, suppliers locally and abroad, clients and all the participating team to improve business transactions.

LIFE INSURANCE CUSTOMER SERVICE

HSBC | DECEMBER 2007 – AUGUST 2008

- Responsible for offering information and advice to customers signing insurance policies.
- Confer with customers by telephone through our call center hotline to provide information about products and services, to take orders or cancel accounts, or to obtain details of complaints.
- Determine charges for services requested, collect deposits or payments, and/or arrange for billing.
- Review insurance policy terms and conditions in order to determine whether a particular issue is covered by insurance.

TECHNICAL SUPPORT – TRAINER

CLIENT LOGIC – DELL COMPUTERS | MARCH 2004 – DEC 2007

- Plan and direct classroom training, electronic learning, multi-media programs, and other computer aided instructional technologies, simulators and workshops.
- Mentor newly hired agents in the subject matter, content and course delivery techniques.
- Provide evaluation and assessment on the agent's performance such as coaching sessions and voice recordings.
- Act as a coach, mentor, and a trainer for the growth of each hired agents and for the benefit of the whole operations department.

EDUCATION

BACHELOR OF SCIENCE, MAJOR IN COMPUTER SCIENCE

SAN SEBASTIAN COLLEGE – RECOLETOS | SY 1996 – 2000

I hereby certify that the above information is true and correct to the best of my knowledge.


JAECKEL LABRADOR