## SCAN

##  MARRISA

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**OBJECTIVE:**

To acquire a challenging career and have a meaningful contribution towards a company where I can utilize my skills and business experiences to the fullest with integrity and grow professionally.

**PROFESSIONAL EXPERIENCE:**

**Company Name: Concentrix Daksh Services Philippines Corp.**

 (formerly **IBM Daksh Business Process Services Philippines Inc.**)

**Position: Customer Care Associate**

**Period of Service: August 26, 2011 – August 31, 2016**

Achievements: IBM Top Talent 2013, Concentrix Top of the Line 2014, Concentrix Top Agent 2014,

 Concentrix Performance Rock Star 2016

**Line of Business: UK Financial Account (Insurance)**

**Job Description:**

* Handling and analyzing thoroughly the validity of a complaint received through telephony, letter, scanned images or questionnaire in the queue. Identify if it has a Payment Protection Insurance (PPI) for different product like Loan, Card and Mortgage or the Premium was fully paid.
* Ensuring that all customer complaints are properly logged as verified in our system and monitoring of fraud in claiming insurance.
* Gathering of data, checking of eligibility to determined the right outcome for the claim (Pending, Settled, Redirect to in-country and Close case)
* Updating customer information accurately and timely.
* Sending of acknowledgement letter to the customer confirming that the complaint was received and verified.
* Recording the correct amount to be paid to the customer insurance claim and attach supporting documents to the file (Final Response Letter for Customer, CMC (Third Party), Spreadsheet for calculations) and closing the complaints cases properly.
* Re-investigate a previous decision made with the case if the customer is challenging the decision, provide evidence to support what has been action by the bank and informed the customer for the outcome.
* Adhoc cases for chargeback to customer under fraud by returning their funds upon thoroughly investigation by the bank using specified accounts and getting account numbers using PEGA Tools to be used for Fraud Reconciliation.
* Maintaining and updating system tools including requested password for reset from workforce offshore or onshore counterpart for compliance.

**Company Name: Centralle Medical Diagnostics and Polyclinic Incorporated**

**Position: Office Assistant / Admin Department**

**Period of Service: March 30, 2011-July 19, 2011**

**Line of Business: Medical Services**

**Job Description:**

* Responsible for encoding the correct amount and information of Account Receivables (Official Receipt#, Customer Name, Date and Amount).
* Updating daily reports in the database as well as producing weekly/monthly reports.
* Maintaining of office records like photo-copying of all supporting documents/invoices for Bureau of Internal Revenue reports.
* Ensuring that all electronic and hardcopy documents are maintained on a filing system.
* Find and retrieve information from files in response to requests from authorized users.
* Submit Monthly Sales Report for Caloocan and Dau branch to immediate supervisor.
* Computing Monthly Rebates for Doctors and make vouchers for payments.
* Write daily transactions for all released payments in the record book for reference.
* Answering telephone calls for any updates, queries across other branch and direct calls accordingly.

**Company Name: Happy Haus Food Corp.**

**Position: Office Staff (Forecaster/Inventory/Collection Officer)**

**Period of Service: October 18, 2008-February 28, 2011**

**Line of Business: Manufacturing Business**

**Job Description:**

* Handles forecasting to determine the right quantity of donuts to be delivered every day in each store as well as monitoring of throw away donuts and adjust the forecast accordingly. Do research and analyze data on which product is saleable.
* Updating and creating delivery receipts for customer. Manage database and ensure that all records are up-to-date.
* Responsible for executing the timely & accurate collection of customer’s account including calling up customers for payments and encoding of Collection Report.
* Answering phone inquiries from customers regarding delivery, billing issues, complaints, suggestions, any customer outstanding balances and reconciliation with franchisees account that are for closure.
* Bank transaction for depositing daily collections of customer’s payment in cash/cheque.
* Responsible for handling branch petty cash fund releasing, liquidation and reimbursement for funding needs of operational transactions.
* Preparing daily schedule of routes for driver’s delivery. Verify and received invoices of truck parts for maintenance. Call service mechanic for any scheduled repair.
* Managing feedback which include dealing with any complaints or issues that have arisen around the delivery to the customer.
* Doing inventory works for raw materials request and monitoring branch office supplies.
* Maintaining branch existing filing system and storage system.
* Submit Weekly/Monthly Report (Collection & Forecasting) and present it during CEO meeting for updates.
* In-charge in monitoring & supervising the daily needs of the kitchen including BFAD inspection, sanitation, business permits, concerns of drivers, office & production staff.
* Accept branch applicant for office and driver (initial interview and exam) as per HR.
* Branch in-charge person for newly hired employees training on forecasting and collection.
* Meeting and Greeting of visitors on site upon approval by main branch.
* Branch Acting Supervisor (San Fernando Kitchen) from December 2008 – December 2010.

**Company Name: Cybersoft Data Networks Inc.**

**Position: Data Encoder / 7QJ Department**

**Period of Service: October 10, 2006 – March 24, 2007**

**Line of Business: Business Process Outsourcing**

**Job Description:**

* Responsible for validation of documents, checking of errors and make a necessary correction for the yellow pages project.
* Encoding and Proofreading of documents.

**Company Name: Puregold Price Club Inc. (Main)**

**Position: Finance Clerk / Finance Department**

**Period of Service: November 19, 2004 – April 17, 2005**

**Job Description: Retail Business**

**Job Description:**

* Receiving of documents (invoices, delivery receipt, official receipt) submitted by suppliers for their billing and payments.
* Stamping/Cheque writing, encoding of documents for supplier payments and releasing of cheques. Ensuring timely payments of supplier invoices.
* Responsible for system validation and checking of bank statement for any discrepancies in AS400 tools.
* Pull-out of invoices in our vault to be used by supervisor for fund transfer.
* Performs clerical tasks such as arranging invoices, indexed documents according to system.

**SKILLS:**

* Customer service and admin skills such as file organization, coordinated scheduling and supply management.
* Strong communication skills, both verbally and written.
* Effective team player, multi-tasker, fast learner and meticulous attention to detail.
* Problem solving skills and capable for analyzing and quality checking.
* Good in typing 40-45wpm.
* Proficient in using Ms Office like Word, PowerPoint, Excel and Outlook, Open Office, Vision+, HUON, Stacs, also IBMAS400 Client Access Express, PEGA and IBMASVQ.

**EDUCATION:**

* 1999 – 2003 College Graduate

 Polytechnic University of the Philippines (Sta.Mesa, Manila Philippines)

 **B.S.I.T., Bachelor of Science in Information Technology**