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Vibrant and pro-active professional with over twelve years of experience in increased responsibility, customer service, collections and frontline servicing. Youngest officer and executive assistant in a cooperative setting.

Customer Service Professional

CONTACT

A: Dubai, Dubai, United Arab Emirates

C: +971504973598

[marie.344616@2freemail.com](mailto:marie.344616@2freemail.com)

B: 14 December 1982

N: Filipino

Detail Oriented, creative and motivated professional with over 12 years experience of increased responsibility I customer service and front line servicing environments. Proficient in prioritizing and completing tasks in a timely manner with uncanny ability to multi-task and a team player to work in a fast paced environment. Highly adaptable and passionate to learn new programs and processes.Fluent written and oral communications skills. Open to travel.

PROFILE

LANGUAGES

English, Tagalog, Bisaya

SKILLS

Customer Welfare & Relations

Microsoft Office Applications

Tellering

Telecommunications

PROESSIONAL EXPERIENCE

**Cagayan Electric Power and Light Company (CEPALCO)**

Cagayan de Oro, Misamis Oriental, Philippines

**Customer Care Executive – Customer Service Department**

**May 2011-PRESENT**

Awarded twice with Most Outstanding Performance Service Award.Accommodates all phoned-in requests, complaints, account verifications and queries in a timely manner. Addresses all concerns with utmost urgency. Aced the qualifying requirement of time-to-answer set by the Philippine Government Regulatory board- the Energy Regulatory Commission (ERC).

* Facilitates phoned-in emergency complaints and energy theft reports and coordinate with proper government agencies for aid
* Receive, resolve and report generated documents for complaint resolution submission
* Facilitates queries/ requests on meter reading, on bill/ non-bill, service application, line extension, collection and other phoned in job requests

**Teller- Cash & Collection Department**

**October 2004- May 2011**

Only teller to receive payment for disposable assets and other non-bill payment management and relieves absentee senior teller. Awarded with Most Outstanding Performance Service award for five years in a row that exceeded daily average customer transactions. Showcased in the corporate website.

* Received over the counter electric bill payments, non-bill and disposable asset accounts, franchise tax certificate payments
* Remited payments and certificates collected to Head Cashier
* Maintained complete, accurate and timely collection records, accomplishment and monthly non-bill related payments reports and official receipt usage for internal and external auditors
* Acted as a pick up teller at depository banks for coins and repack coins to be used by all tellers, Official Receipt custodian

AWARDS

Most Outstanding Performance Service Award (2006-2013)

MARIE

CAREER SUMMARY

EDUCATION