**Marvin**

**CUSTOMER SERVICE CHAMPION**

Email: marvin.351420@2freemail.com

Land: C/o 0505891826

**//SKILLS**

* Advance Skill in Microsoft Office– Word, PowerPoint, Publisher, Excel
* Self-trained in Adobe Photoshop
* Good in written and oral English
* FAST LEARNER

**//CAREER HIGHLIGHTS & ACHIEVEMENTS**

Last position handled: **Escalation Case Manager**

Industries dealt with: **Insurance, Hospitality (Hotel Reservation), and Telecom**

* I have more than 9 years of extensive experience in CUSTOMER SERVICE.
* I have dealt with different people from individual services to large scale businesses.
* I always meet if not exceed my metrics– Attendance, Quality, Case Handling Time.
* I was promoted as a Quality Analyst in one of my previous employment.

**//EXPERIENCE**

Company Name: **Sykes Asia Inc.** Date: Jan 2014—Mar 01, 2017

Position: **Haste and Escalation Case Manager** Industry: **Financial/ Insurance**

Company Name: **Serco** Date: Aug 2010—Sept 2013

Position: **Senior Hotel Reservation Specialist** Industry: **Hospitality**

Company Name: **Teleperformance** Date: May 2009—Aug 2010

Position: **Customer Service Representative** Industry: **Telecom**

Company Name: **TeleTech** Date: Oct 2007—Mar 2009

Position: **Customer Service Representative** Industry: **Telecom**

Company Name: **Gobal 9, Inc.** Date: Apr 2007—Oct 2007

Position: **Quality Assurance Analyst** Industry: **Financial/ Mortgage**

 **//EDUCATION**

Universidad de Manila - Mejan, Gardens, Manila

Degree: Bachelor of Arts in Mass Communication

Graduated: Mar 2007