**MARICEL**

Email: maricel.360350@2freemail.com

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**WORK EXPERIENCE**

Synnex – Concentrix Corporation April 24, 2015 – March 2017

***CUSTOMER SUPPORT/ESCALATIONS – Google***

* Collects customer feedback and made process changes to exceed customer satisfaction goals.
* Make reasonable procedure exceptions to accommodate unusual customer requests.
* Demonstrates mastery of customer service call script within specified time frames.
* Provides accurate and appropriate information in response to customer inquiries.
* Addresses customer service inquiries in a timely and accurate fashion.
* Developed effective relationships with all call center departments through clear communication.
* Works with upper management to ensure appropriate changes were made to improve customer satisfaction.
* Develops process improvements to enhance efficiency and effectiveness of inter-department call center operations.
* Build customer loyalty by placing follow-up calls for customers who reported account issues.

Sutherland Global Services Inc September 2013 – April 23, 2015

***CONSULTANT – PayPal***

* Answer phone calls, emails, from customers and work to resolve their queries in real time or work with the most relevant PayPal department so it can be dealt with appropriately.
* Proactively recommend and educate the customer about features and benefits of PayPal products in order to improve their satisfaction and deepen their relationship with PayPal.
* Deliver on metrics for example: phone handled time, customer experience, proactive product offered, and accepted opportunities.
* Assists our customers and helping to resolve their inquiries. By using the latest in modern communication and technology tools.
* Provide our customers with accurate answers to their questions in both a quick and helpful manner

C3/Customer Contact Channels, Inc. – Phils. May 9, 2012 – September 2013

***CONSULTANT/TECHNICAL SUPPORT -TMobile***

* Answer incoming customer calls and provide assistance for basic troubleshooting, physical line signal testing, and other issues they are experiencing with their mobile phones.
* Determine further action or final completion on customer cases received.
* may be asked to sell additional products or services
* test, analyze and clear customer reported trouble
* provide billing details and payment options

**Aegis PeopleSupport Inc.,Phils**  January 31, 2011 – May 8, 2012

***FINANCIAL CONSULTANT-Salliemae Loans***

* Provide highest level of service by quickly and accurately identifying customer needs and articulating the appropriate solution to their questions and / or account-related issues.
* Ccommunicate with various supports groups and make use of all internal systems and resources available to obtain the necessary information to resolve inquiries for clients.
* Provide loan details and payment options as well as billing information

**Ace Global Contact Center, Phils** January 2010 – January 31, 2011

***CONSULTANT*** – JPMorgan Loss Mitigation

* Collect documents necessary/required for the customers loss mitigation process
* Determines requirements by working with customers.
* Answers inquiries by clarifying desired information; researching, locating, and providing information.
* Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.

East Pacific Computer College June 2, 2008 – Sept. 25, 2009

***COLLEGE REGISTRAR/INSTRUCTOR***

* Directs and coordinates college or university registration activities: Consults with other officials to devise registration schedules and procedures.
* Analyzes statistical data on registration for administrative use in formulating policies.
* Directs preparation of student transcript
* Prepares commencement list.
* Directs preparation of statistical reports on educational activities for government and educational agencies and interprets registration policies to faculty and students.

Purcia Transport System, Inc. April 15, 2006 – February 2007

***CUSTOMER SERVICE OFFICER (Export)***

* receive and collate customer SAP export paperwork
* Prepare and provide documents to customers in accordance with the terms of shipment standard operating procedure.
* Complete customs procedures and work with appointed routed agents and company operated services.
* Allocate stocks to bookings and process shipments in accordance with SOP.

Casa Del Mar Golf & Dive Resort

***TELEMARKETER/ SALES CONSULTANT*** December 2005 – April 2006

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| * Advises present or prospective customers by answering incoming calls on a rotating basis; operating telephone equipment, automatic dialing systems, and other telecommunications technologies.
* Influences customers to buy or retain product or service by following a prepared script to give product reference information.
* Documents transactions by completing forms and record logs.
* Maintains database by entering, verifying, and backing up data.
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**EDUCATION**

**BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION** April 2003

Major: MARKETING

University of Eastern Philippines

University Town, Northern Samar

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**PERSONAL INFORMATION**

Status : Separated

 Religion : Roman Catholic

 Height : 5’2”

 Weight : 65 kls.

References available upon request