**MARICEL**

 **Dubai. United Arab of Emirates**

**Maricel.366246@2freemail.com**

***OBJECTIVE***

*To be part of a well established company that will give great opportunities where my knowledge and experience as a customer service representative, technical skills, and other experiences can be applied and improved it as well.*

#### **QUALIFICATIONS**

Holds a 4 year degree in Bachelor of Science in Food technology

Currently employed as Customer Service Rep in a BPO company on a financial account

With ability to use MS Excel, Word, PowerPoint and Internet

#### **EDUCATIONAL BACKGROUND**

*Bachelor of Science in Food Technology*

*Polytechnic University of the Philippines (2003 – 2007)*

***PROFESSIONAL EXPERIENCE***

**Sykes Asia Inc.**

**Prudential Life Insurance Account**

April 2015 – February 2017

**Customer Service Representative**

**Metlife Life Insurance Account**

December 2011 – March 2015

7/F Glorietta 1 Building Ayala Avenue, Makati City Philippines

**Customer Service Representative**

***Job Responsibilities:***

*Performs customer service*

*Gives out detailed information and provides quality assistance*

*Answer inquiries in billing and other financial transactions*

*Process disbursement requests, claims and resolving other technical issues*

**Aswaaq Supermarket**

August 2009 – April 2011

3601555 P. O. Box: 6767 Bur Dubai, United Arab of Emirates

**CSA Produce** (Nadd Al Hamar & Al Sufouh branch)

***Job Responsibilities:***

*Performed customer service*

*Prepared fresh salad in hygienic manner*

*Arranged promotional signage, displays, moving and non-moving items where FIFO method was applied*

*Performed ordering as per supervisor’s advised and monthly inventory*

*Quality checking of displayed items.*

*Documentation*

**Zagu Foods Corporation**

May 2008 – August 2009

52 West Capitol Drive, Bo. Kapitolyo, Pasig City, Philippines

Tel nos. 6574403 / 6574432

**Quality Assurance and Quality Control** (Powder, Bread and Meat Section)

**Barrio Fiesta Manufacturing Corporation**

February 2008 – May 2008

Barrio Fiesta Compound Restaurant Ave. Marcos Highway, Dela Paz,

Pasig City Philippines Tel nos. 6829771 to 73

**Quality Assurance Staff**

**The Purefoods-Hormel Company, Inc**

July 2007 – December 2007

**(PHC) Marikina Plant** BO, San Roque, Marikina City Philippines

**Laboratory Assistant** in Quality Assurance Hotdog Line Meat Smokehouse and Meat Packaging section.

***Job Responsibilities:***

*Executed quality assurance and quality control measures*

 *Implemented GMP’s for staff and daily sanitation for equipments and facilities*

*Performed laboratory analysis such as pH, salt analysis, Rancidity, TSS analysis and sensory evaluation*

*Checked FIFO method, temperature recording of chillers, smokehouses, product internal temperature upon cooking*

*Random product sampling upon delivery, on process and finished products*

*Accomplished batch testing form, sample submission, product tagging, product isolation/separation inspection*

*Documentation*

**SR Seafoods Resources, Inc. (Tokyo Tokyo)**

July 2006 - Dec. 2006

15 Pioneer St. cor. Sheridan St. Mandaluyong City, Philippines

Tel nos. 746 1111

**Service Crew**

***Job Responsibilities:***

*Performs customer service*

*Served ordered food products in hygienic and good manner*

*Customer assistance by taking out orders and other requests*

*Processed transactions by collecting the amount needed and giving out right amount of change*