

# ALDRICH D. MARAVILLA

Customer Service Representative



## CAREER OBJECTIVE

- **Experienced:** Customer service professional with 5 years in call center.
- **Efficient:** Adopt at handling various calls on daily basis while consistently resolving client issues in a rapid manner.
- **Bilingual:** English-native; able to provide clear customer service language



## PROFESSIONAL EXPERIENCE

### Customer Service Associate – Operations Supervisor / Team Leader

Silver City, Ortigas Pasig | July 2019-2023

- Handled 50+ customer interactions per day, giving detailed, personalized, friendly and polite service to ensure customer retention and satisfaction.
- Memorized all company products and services to be able to answer customer questions quickly and efficiently and make upsell.
- Collate source data such as customer names, addresses, phone numbers, credit card information and enter data into various customer service software.

TDCX Manila | February 2023

- Handled Travel and Hospitality Account, providing excellent customer service.
- Was able to assist customers from Europe, North America and Asia Pacific Region and maintain a highest level of customer satisfaction by providing a helpful resolution everyday.
- Master in resolving complicated concerns of the customers in the way of mediating the Host and the Guest to come up with an agreement that will benefit the both parties.



## REFERENCES

- Ella Vili – Operations Manager  
09688845285
- Romalyn Ilustre – Sr. Client Service Manager  
09177962741



## CONTACT

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## EDUCATION

### TECHNOLOGICAL INSTITUTE OF THE PHILIPPINES-MANILA

Bachelor of Science in  
•Mechanical Engineering

Undergraduate (2019)

### JOSE RIZAL UNIVERSITY

Senior High school

Graduated (2017-2018)

### ARELLANO UNIVERSITY - MANDALUYONG

Junior Highschool



## RELEVANT SKILLS

Microsoft Office Suite

80 WPM typist

Fluent English

QuickBooks

