



Girlie Marie Joyce Kilario

Quality Coach

My Contact

✉ gmjmkilario@gmail.com

☎ +639977359980

📍 B12 L16 Malvar St. Cherry Homes
1 Bacoor City, Cavite

🌐 <https://www.linkedin.com/in/girlie-marie-joyce-kilario-8b047570/>

Hard Skill

- Microsoft Office (MS Word, Excel, PowerPoint)
- Salesforce
- OMS
- Bob software
- Zendesk
- Customer Interaction Center
- Basic Troubleshooting

Soft Skill

- Observation
- Decision making
- Communication
- Multi-tasking
- Coaching
- Supervision

Education Background

- Philippine Christian University–Manila
Bachelor of Science in Accountancy
Completed in 2022
- Seven Seas Academy
Secondary Education
Completed in 2012
- *Primary Education*
Completed in 2007

About Me

Dedicated and detail-oriented Quality Coach and Customer Service Associate with 7 years of experience. Eager to apply customer service and coaching skills in monitoring, and maintaining quality customer services. Special interest in accounting field as I plan to take the national board exam in the future.

Professional Experience

Bosch Service Solutions Inc. | Quality Coach

August 2023 – Present

Key responsibilities:

- Provided consistent support and guidance to agents, answering their questions and ensuring their understanding of new quality updates.
- Monitored and evaluated agent performance on a monthly basis, identifying areas for improvement and providing targeted coaching sessions to ensure the accuracy and effectiveness of emergency calls and making sure each call is aligned to the company's global quality scorecard.

Bosch Service Solutions Inc. | Quality Coach Apprentice

February 2023 – July 2023

Bosch Service Solutions Inc. | Customer Service Associate

June 2021 – January 2023

Key responsibilities:

- Received concierge service calls, customer service and public emergency and non-emergency calls and supervised response prioritization.

Visaya Knowledge Process Outsourcing Corporation (VKPO) | Process Associate I

April 2021 – June 2021

Key responsibilities:

- Cold called prospective customers to garner information and qualify leads.

Amazon MNL | Customer Service Associate

October 2020 – February 2021

Key responsibilities:

- Responded to customer calls and emails customer needs and resolving concerns.

ZALORA Philippines | Customer Service Representative

October 2013 – July 2017

- Key responsibilities:
- Processed customer refunds and voucher renewals.
- Managed orders with logistics concerns.

ZALORA Philippines | Regional Fraud Apprentice

May 2016 – August 2016

Key responsibilities:

- Processed high risk orders from all Zalora countries through deep investigation and discretion
- Analyzed large amounts of data to find patterns of fraud and anomalies.