



GIZEL MAE GUALVEZ

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EDUCATION

Bachelor of Science in Hospitality Management

National University – Fairview
2021-2024

CERTIFICATIONS & TRAINING

DreamPort Independent Travel
Manager Certification
Completed – July 2025

- Successfully completed the DreamPort Certification Series for the role of Independent Travel Manager.

Internship, AA Financial Services
(Virtual)
Completed – August–September
2025

- Hands-on tasks included estimates & invoices, purchase orders & bills, bank feed categorization, AR/AP management, journal entries, management reports, and balance sheet assessment.

Bookkeeping with QuickBooks
Online (Virtual Training)
Completed – August 2025

EXPERTISE

- Customer satisfaction & problem resolution
- Active listening & communication skills
- Conflict resolution & client retention
- Time management & multitasking
- Teamwork & flexibility under pressure
- Hospitality and customer engagement

PROFILE

Dedicated customer service professional with over 3 years of experience in fast-paced, high-volume call center environments. Skilled in resolving customer concerns with empathy and efficiency, and committed to providing exceptional support that builds strong client relationships.

WORK EXPERIENCE

Foundever

February 2025 –
May 2025

Customer Service Representative

- Handled inbound customer service calls with a focus on billing inquiries, account issues, and service concerns.
- Maintained high customer satisfaction by resolving issues efficiently and ensuring clear communication.
- Applied empathy and professionalism to manage escalations and ensure a positive customer experience.
- Logged interactions and updates accurately in internal CRM tools to support account history and follow-ups.

Alorica

March 2023 –
September 2024

Customer Service Representative

- Handled high call volume (25+ calls daily), using active listening and empathy to provide effective problem resolution and maintain customer satisfaction.
- Accurately recorded client details and concerns into CRM software, supporting data-driven decision-making.
- Resolved escalations efficiently, ensuring client retention and exceeding service performance metrics.

Citi Walk

June 2020 –
May 2022

Customer Service & Retail Support

- Handled customer inquiries and sales transactions while supporting retail operations.
- Created and managed product listings, ensuring accurate descriptions, prices, and inventory updates.
- Performed basic photo and content editing for product uploads, enhancing visual appeal for customers.
- Contributed to smoother shop operations by combining customer service and multimedia support.