

# Ma. Anataniel Del Rosario

EXECUTIVE CUSTOMER SUPPORT



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Pinagbarilan, Baliwag, 3006, Philippines

## ABOUT ME

I am a highly responsible and meticulously organized professional, driven by a fervent passion for growth and success. My dedication to excellence is at the core of my work ethic, ensuring that every task I undertake is executed with precision and a forward-thinking mindset. With a steadfast commitment to achieving objectives, I bring a dynamic energy to the table that fuels progress and inspires positive outcomes.

## SKILLS

### COMMUNICATION SKILLS

EXCELLENT ATTENTION TO DETAIL

### SOCIAL MEDIA MANAGEMENT

### GOOD DECISION MAKING

### CUSTOMER SERVICE

### DATA ENTRY

### RELIABILITY

### CREATIVITY

## LANGUAGES

English

## REFERENCES

### Evangeline Lee

Advanced Solutions

+639604730444

### Catherine Garcia-Valdez

Transcom Worldwide

+639164960079

### Maria Rowena Fabroa

Continuum Global Solutions

+639985497491

## WORK EXPERIENCE

### Medical Staffing Support

#### First Call Nursing Services / Sep 2022 - Apr 2024

- Delivered 24/7 staffing support, ensuring no gaps in care
- Implemented cost-saving staffing solutions
- Enhanced patient care with strategic staff placement
- Expertly matched caregivers and RN's to ideal hospitals and client needs

#### TOOLS USED and EXPERTISE

- Microsoft Office
- Google Workspace
- Ring Central
- Canva
- MS Teams

### Senior Recruitment Specialist

#### PSG Global Solutions / Apr 2022 - Sep 2022

- Spearheaded candidate vetting through initial interviews and assessments to ensure alignment with role requirements.
- Conducted initial applicant screenings
- Successfully presented top-tier talent to hiring managers for further consideration.
- Streamlined hiring with quality leads

### Executive Assistant to the CEO

#### Darrell Bailey Real Estate / Aug 2019 - Jan 2022

- Orchestrated exclusive real estate tours for high-profile clientele.
- Streamlined client services by preparing essential administrative documents.
- Managed and elevated the company's online presence through strategic social media management.
- Organized real estate viewings
- Managed client documentation
- Handled social media outreach

#### TOOLS USED and EXPERTISE

- GSMLS (For New Jersey Property Search)
- Hootsuite
- Canva
- Salesforce
- Google Voice
- Zoom
- Calendly
- Ring Central

### Customer Service Associate

#### Transcom Worldwide / Mar 2016 - Mar 2020

- Managed account inquiries with a focus on delivering exceptional customer service.
- Efficiently processed billing transactions, ensuring accuracy and client satisfaction.
- Conducted basic troubleshooting to resolve technical issues, enhancing customer experience.
- Skillfully handled escalations, providing timely and effective solutions to complex problems.

### Customer Service Associate III

#### VXI Global Holdings Inc., / Feb 2009 - Feb 2016

- Proficiently managed account escalations, ensuring timely and effective resolutions to complex customer issues.
- Expert in billing inquiries, adept at clarifying charges and processing adjustments to guarantee customer satisfaction.
- Skilled in basic troubleshooting, providing first-contact technical support and guiding customers through step-by-step solutions.
- Delivered exceptional customer support, consistently achieving high satisfaction ratings through attentive service and problem-solving acumen.

## EDUCATION

### BS Psychology

#### Manila Central University / Caloocan City / 2009

- BSc in Psychology
- Awarded Best Undergraduate Research
- Completed thesis on cognitive behavioral therapy

## COURSE

### BS Psychology

Apr 2024