

MARIA JOY NABLO CARPIO

Olongapo City, Zambales, Philippines 2200 | (+63) 908-984-0810 | mariajoy.carpio07@gmail.com

PROFESSIONAL SUMMARY

Customer Service Representative with over 3 years of experience in the BPO industry, specializing in delivering exceptional service and support. Highly proficient in multitasking, managing customer inquiries, and resolving issues with a keen attention to detail. Skilled in using various software tools and systems to streamline processes and enhance productivity. Known for consistently achieving KPIs and maintaining high customer satisfaction levels. Now, I seek to leverage my extensive customer service expertise, organizational skills, and tech-savvy abilities in a Virtual Assistant role to support businesses efficiently and reliably.

SKILLS

- **Skilled in Customer Service:** Handling inquiries, providing support, and ensuring customer satisfaction. Conflict resolution and problem-solving.
 - **Organization & Scheduling:** Managing calendars, and appointments, and coordinating meetings.
 - **Adaptability & Flexibility:** Flexible and adaptable in the face of changing priorities and circumstances.
 - **Team Collaboration:** Ability to work effectively in a team environment.
 - **Tech Proficiency:** Familiarity with Microsoft Office Suite (Word, Excel, PowerPoint, etc.), Google Workspace (Docs, Sheets, Calendar), and other virtual tools. Also, CRM software like (Salesforce, Zendesk, etc.)
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JOB EXPERIENCES

Customer Service Representative

Jun 2023 to Present

Exact Star Philippines
Subic Bay

- Conducting outbound calls and having a conversation with Dental Staff and doctors regarding the Installation
- Engage with Dental office clients over the phone, providing them with a general understanding of our products and services
- Experience coordinating calendars, scheduling, and rescheduling
- Remote into computer to conduct software installations

Customer Experience Executive

Oct 2021 to May 2023

Probe Group Philippines Inc.
Angeles City

- Answering incoming calls from customers. Resolved customer questions, issues and complaints efficiently to reach mutually beneficial solutions.
- Maximized customer engagement and satisfaction by delivering excellent customer service.
- Document all call information according to standard operating procedures

Online Sales Consultant

Nov 2020 to Oct 2021

Uptimised Corporation
Olongapo City

- Understands how to make products appeal to consumers based on the environment and current trends
- Communicate with customers in person, by phone and by chat to understand their needs.
- Delivered personalized customer service to match specific needs, upselling and cross-selling to boost sales.

Computer Shop Clerk

Feb 2020 to Mar 2020

CO Computer Center
Olongapo City

- Assist customers with setting up and managing their accounts and performing specific tasks on the computer
- Operating computer, scanner, printer, copiers, and other software applications.
- Organized and displayed items in a visually appealing manner.

Computer Shop Clerk

Aug 2019 to Feb 2020

8than's Internet Shop

Olongapo City

- Assist customers with setting up and managing their accounts, using computer programs, and performing specific tasks on the computer.
- Operating computer, scanner, printer, copiers, and other software applications.
- Opening and closing the shop and maintaining cleanliness

EDUCATION

College - Associate in Computer Technology

2019

Senior High

2018

Junior High School

2016

CERTIFICATIONS

- **Completion of Online Copy Writing Course (Kurso.ph)** **Nov 2024**
- **Completion of Online Social Media Management Course (Kurso.ph)** **Nov 2024**