



MARISSA SANTIAGO

CONTACT

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6608 Sto Nino De Maligaya Caloocan City

EDUCATION

BACHELOR OF SECONDARY EDUCATION MAJOR IN T.L.E

University Of Caloocan City / 2017

SKILLS

Computer Literate
Attention to Details
Teamwork
Time Management
Customer Service Skills
Communication Skills
Critical Thinking

ABOUT ME

I am eager to engage in a lively and dynamic work environment that allows me to utilize my existing skills while fostering continuous growth and advancement. Committed to both professional and personal development, I strive to make a meaningful impact within the organization, welcoming new challenges that will enhance and broaden my skill set.

WORK EXPERIENCE

TELEPERFORMANCE

MAY 2018- SEPT. 2018

Customer Service Representative

Provide exceptional customer support by efficiently resolving billing, refund and service inquiries related to phone and internet.

TELETECH

MAR 2019 -JAN. 2021

Customer Service Representative

Efficiently managed customer credit inquiries, ensuring clarity and satisfaction while promoting features to enhance credit score.

TELETECH

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Workforce Specialist

JAN. 2021 - JUNE 2023

Spearhead real-time monitoring to ensure KPI is met
Developed and implemented strategic reporting mechanism for enhanced decision making.

BETTER EARTH

NOV. 2021 – SEP 2023

Project Review Admin

Conduct meticulous review of contract to ensure precision and accuracy
Efficiently process project submission to Finance Companies.

DEMAND CONSTRUCTION

OCT 2023 – JUL 2024

Project Review Admin

Conduct meticulous contract evaluations, ensuring comprehensive submission to finance departments.

TRUE UP Process to verify and align panel and inverter counts.

ARMCOA

FEB. 2024 - MAY 2025

Account Coordinator

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Adding work orders to our portal, creating and cleaning the scope of unnecessary items. Creating Change orders, ordering appliances through SIBI, HD and Lowes website. Assigning tasks to in house vendors. Managing email correspondence, forwarding emails to the appropriate department, and creating invoices