

# MARK D. PARAS



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📍 15286 Saint Francis Street San Agustin Village Brgy. Moonwalk Parañaque City

## Education

### Parañaque City College of Science and Technology

2 years in information and Communication Technology  
2010-2012

### Moonwalk High School

2006-2010

### San Agustin Elementary School

2000-2006

## Skills

- Communication
- Detail Oriented
- Reliability
- Adaptability
- Email Management

## Certifications and Recognitions

- Training Certificate for Virtual Assistant Top Tier August 2024
- Outstanding Excellence Award Telus International Philippines December 2022

## Language

- English
- Filipino

## Objectives

To join a reputable organization that offers career growth, job satisfaction, and meaningful challenges, where I can contribute to the organization's success while expanding my skills, knowledge, and experience.

## 📁 Work Experience

October 16, 2023

- Present

### Shopping Center Management Corporation

Customer Care Specialist

- Handling customers inquiry thru email channels for different Business Unit
- Use CRM Zoho for answering and creating tickets

March 24, 2021- November 11, 2023

### Telus International Philippines

Customer Service Representative

- Manage customer disputes through phone and email for a US financial account
- Process credit card applications and conduct fraud investigations and address inquiries via email

January 31, 2020- August 17, 2020

### Alorica

Customer Service Representative

- Manage customer inquiries via phone for a US telco account
- Process billing transfers and responsibility changes
- Assist with sales inquiries and provide product information

August 22, 2019- December 31, 2019

### Conduent

Customer Service Representative

- Handle customer inquiries via phone for health benefits under a US healthcare account
- Assist customers with the enrollment process for health benefits

February 7, 2019- August 7, 2019

### Phase I Moonwalk Residents Association Inc.,

Administrative Assistant

- Manage administrative requests and address queries from homeowners association members
- Encode files and maintain organized records
- Perform various clerical tasks to support daily operations

**September  
21, 2015-  
February 6,  
2019**

## **Altisource Business Solutions**

Customer Service Representative

- Manage a US mortgage account focused on property preservation
- Make outbound calls to coordinate property preservation tasks
- Process and manage utility invoices related to properties



## **References**

### **Carol Almonte**

Assistant Showroom Manager

**Mobile number:** 09994721799

**Email :** carolalmonte34@yahoo.com

### **Marife Acierda**

Accounting

**Mobile number:** 09066291945

**Email :** marife\_acierda@yahoo.com

### **Khyr Buenviaje**

Operation Manager

**Mobile number:** 09774073816

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