

**Mary Grace G. Manalo**

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***To be able to work and be a part of your prestigious company to further utilize my knowledge, skills, and behavior in becoming an effective member of the industry.***

***Work Experience***

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| **October 1, 2022 – July 2023** | **Reps LLC** | **45 E. City Ave #292****Bala Cynwyd, Pennsylvania 19004** |
| **Hr Assistant/Associate** |  |  |
| * Completes attendance checks via TeamLogger App Reports.
* Completes and sends daily reports to HR Manager, Directress, and Company owner.
* Updates Attendance trackers using Google Sheets.
* Sends real-time updates and comms to employees who will do post-makeup shifts due to login/logout issues in TeamLogger.
* Screens applicants via JazzHR
* Sends follow-up emails to applicants on LinkedIn, Facebook, Craigslist, Hubstaff, Outsourcely, Online jobs.ph, Expat, and more job sites.
* Conducts system check calls to accepted applicants if they will meet our system requirements for Remote setup.
* Conducts initial interviews with potential applicants.
* Jumps into Zoom meetings or Slack huddles once in a while for updates and discussions.
* Sets appointments for applicant calls via Calendar and Calendly.
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| **February 6, 2017 – December 7, 2020** | **RealPage Phils, Inc** | **Ortigas Center, Pasig City, Philippines** |
| **Marketing Associate** |  |  |
| * Answer phone calls, and emails from and do outbound calls for customers inquiring about leasing and applying for a home in the US and Canada.
* Answer inquiries about leasing, how to apply for homes, how much are the fees and rates, discuss promotional offers and policies of each community supported, and ask what their preferences are on homes they are looking for.
* Set appointments for interested prospects to visit their preferred property until they sign the leasing contract.
* Upsell/offer other properties to customers whenever they call/email about an unavailable property they’d like to lease.
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| **May 2, 2016 – December 29, 2016** | **Remitly Money Services, Inc** | **Ortigas Center, Pasig City, Philippines** |
| **Customer Service Representative** |  |  |
| * Answer phone calls, emails, and chats from customers sending their remittances through Remitly.
* Answer inquiries about the product, how it generally works, how much are the fees and rates, discuss policies & and procedures, promotional offers, etc.
* As part of the first batch for Remitly captives, also did mentoring and extended help needed for new hires.
* Thank users for choosing and trusting Remitly as their remittance processor.
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| **January 2016 – April 2016** | **EnfraUSA Solutions Inc** | **Ortigas Center, Pasig City, Philippines** |
| **Executive Associate** | **Boston Dental Group** |  |
| * Completes a Dental Insurance Coverage breakdown form for patients coming in for dental services.
* Does Outbound Calls to Insurance Companies for summary, coverage and eligibility inquiries
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| **April 27, 2015 – November 2, 2015** | **Microsourcing** | **Eastwood, Quezon City, Philippines** |
| **Customer Support Representative** | **LiveCareer** |  |
| * Answer phone calls, emails, and chats from customers for Subscription Cancellation, Purchasing a Subscription, and Updating Subscription Status
* Assist customers in Resume Building
* Assist customers in downloading resumes through MS Word, PDF, RTF, etc.
* Thank users for choosing LiveCareer as their resume builder.
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| **April 1, 2013 – October 23, 2014** | **UnitedHealth Group** | **McKinley Hill, Fort Bonifacio, Philippines** |
| **Senior Information Technology(IT) Helpdesk** | **Optum Health Information Exchange** |  |
| * Answer phone calls from hospital IT administrators or providers (such as Doctors, Nurses, etc.) and assist with their concern/s
* Create new or update existing web tickets regarding issue/s encountered by users
* Troubleshoot issues concerning users’ computer servers, login IDs and password, errors encountered during the usage of our product
* Conducts daily restarts of servers (includes shutting down & restarting Domino/OS)
* Ensures product implementations and upgrades are successful
* Understanding Electronic Date Exchanges Interface Experience
* Understanding Electronic Medical Record (EMR) Lite functionalities, workflow, dataflow and its component interaction
* Test servers before going live or after server upgrades (Server Validation)
* Manage system directories: Creating accounts and granting user access
* Handles interface of Lotus Notes and Domino Administrator
* Be able to identify the needs in alerts for server database, Disk Space and File Aging
* Do a callback when necessary especially for issues that need immediate attention or remedy
* Assuring administrators issue/s will be handled to the best we can.
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| **October 2012 – February 24, 2013** | **Sutherland Global Services** | **The Fort, Bonifacio Global City, Taguig City, Philippines** |
| **Disputes & Claims Specialist** | **PayPal** |  |
| * Answer phone calls and emails from PayPal users who have concerns on product/item purchases, filing a dispute, or updating existing dispute or claim cases
* Assist users on how to file a dispute, how to communicate with either a buyer or a seller and discuss with them PayPal’s Policies and Procedures including Coverage and Eligibility
* Process users’ dispute and/or claims cases
* Empathize with disgruntled customers specifically who lost in the claims process or lost a lot of money along the shipment process and try to do the best extra mile action for them
* Thank users for choosing PayPal as their payment processor.
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| **August 3, 2009 – October 2012** | **Sutherland Global Services** | **The Fort, Bonifacio Global City, Taguig City, Philippines** |
| **Customer Service Representative** | **PayPal** |  |
| * Answer phone calls and emails from new or existing PayPal users
* Gladly assist users on how to use PayPal, how it works and what benefits would they get from choosing us to process their purchase payment.
* We go the extra mile to assist users having a lot difficulties such as old-aged, disabled (blind, deaf, mute, etc.), emergency situations or even customers that have gone through a lot of difficulties just to get a purchase done
* Thank users for choosing PayPal as their payment processor.
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| **August 13, 2007 – September 5, 2008** | **TELUS International Philippines** | **The Fort, Bonifacio Global City, Taguig City, Philippines** |
| **Customer Interaction Associate** | **Microsoft Xbox** |  |
| * Answer phone calls from new or existing Microsoft Xbox customers
* Troubleshoot hardware console defects
* Assist customers to learn how to do basic troubleshooting steps on their own in order for them not to go through a long waiting phone line just to get in touch with a specialist
* Create shipping tickets for them whenever the console needs to be returned or repaired to the Service Center
* Thank customers for seeking our help and for using our product.
* Towards the end of a conversation with a potential contact, we upsell consoles, games, or accessories that are up for promos or if customers are eligible for the said program
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***Educational Background***

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| **November 2008** | Professional Regulation CommissionPassed: Nursing Licensure ExamLicense Number: 0527892 | Sampaloc, Manila, Philippines |
| *Registered Nurse* |  |  |
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| **2005-2007** | Perpetual Help College of Manila(College to Graduate level; 3rd-4th year) | Sampaloc, Manila, Philippines |
| *Bachelor of Science in Nursing* |  |  |
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| **2003-2005** | Centro Escolar University(College level; 1st-3rd year) | Mendiola, Manila, Philippines |
| *Bachelor of Science in Nursing* |  |  |

***Skills***

* Adaptable, positive, resilient, open to new ideas
* Proven to be a relationship-builder with great interpersonal skills
* I'm an individual whose strengths include cultural sensitivity and an ability to build rapport with a diverse workforce in a multicultural environment
* Dependable, dedicated, responsible contributor committed to excellence and success
* Positive attitude, enthusiastic, eager to meet challenges and demonstrate willingness to learn new things
* Fluent in English