

MARY JOYCE BIGOT

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Philippines

Virtual Assistant | Experience Customer Service Representative

11/23/1999

Skype ID: live:.cid.628185a7bdc98c4c

Work Experiences

Veltuff Workwear Incorporation - Denmark-based

Jul 2022 - May 2024

Order Processor/Data Analyst

- Entering all necessary information into Microsoft Dynamics, ensuring accuracy at 100%
- Extracting all data needed inside Microsoft Dynamics, converting it into excel sheets and organizing it by data analyzation if needed.
- Data entry, customer service, order tracking, and ensuring the consumer receives the correct item are all responsibilities.
- Compiling, validating, and organizing information in order to prepare source material for computer entry.
- Examining data for shortcomings or faults, resolving any incompatibilities, and double-checking output

Accenture - Philippines

Nov 2021 - Jun 2022

Shopify Advisor/Collection Specialist

- Having real-world dialogues with retailers to pinpoint problems, fix them, and offer coaching and business-growth possibilities.
- Keeping track of assigned tickets and conducting a same-day ticket review, make sure that merchants receive a speedy answer.
- Consistently hitting monthly key metrics performance to maintain an outstanding output
- Taking on the role of a business coach and considering the merchant's operation as a whole while presenting ideas.

Concentrix

Oct 2020 - Feb 2021

Amazon Customer Associate

- Maintains customer relationship by providing customer support for tracking orders and processing refunds for damaged items
- Build rapport to consistently achieve satisfactory scores from the customers
- Performs outbound calls to third party such as logistic department whenever necessary
- Generating emails after every call to ensure that the customers can maximize self help options available on website thus meeting the desirable first call resolution

24-7 Intouch Company

Sep 2019 - Oct 2020

Thumbtack Online Advocate

- Help consumers negotiate the obstacles of account changes, profile updates, billing inquiries, website and app assistance, and retention while maintaining a high-quality, low-effort experience are handled by managing inbound requests.
- Support business owners in growing their enterprises and aid clients in completing the tasks that are essential to their lives.
- Make decisions on your own and with insight while adhering to corporate rules, regulations, and policies.

Acquire BPO Philippines

Feb 2021 - Oct 2021

Sales Assistant

- Allocation, coordination, and flow monitoring of the technical and creative personnel
- Putting together confirmation papers, invoices, and job sheets.
- Great attention to detail to guarantee that the project satisfies all requirements and objectives of the company.
- Manages weekly report that is to be submitted that meets deadline

Education Level

Far Eastern University

- May 2018

Undergraduate in Bachelor of Science in Nursing

Software

Microsoft Office

Canva

CRM and Project Management tool such as Asana

G-suite

Skills, Achievements & Other Experience

- **Journalism** (2015): Editorial Staff in school newspaper
- **Team Leader** (2015): Handling members across different projects