



Mary Joy Oarde

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PROFILE

Passionate Customer Service Representative with almost 8 years of experience providing customer solutions in multiple roles such as sales representative, customer care, billing expert, and technical support specialist.

WORK

REFERENCES

Haidilyn Angeles

Alorica- Former Team

Leader (+63)9171868681

Raquel D. Cariño

Iqor- Co-worker

(+63)9508770121

WORK EXPERIENCE

TECHNICAL SUPPORT

Alorica

February 2021 - May 2024

- Identifying hardware and software solutions
- Troubleshooting customer issues
- Installing and configuring software
- Schedule dispatch

APPOINTMENT SETTER

Iboss

August 2020 - January 2021

- Outbound call to potential leads
- Introducing company's products and services to generate sales
- Setting up appointments and managing appointments

CUSTOMER SERVICE AND SALES REPRESENTATIVE

iQor Philippines

May 2017 - June 2020

- Placing phoned orders
- Committed to resolving customer issues such as missing and damaged orders
- Responsible in generating upsell

EDUCATION HISTORY

CLARK COLLEGE OF SCIENCE AND TECHNOLOGY

Hotel and Restaurant Services

June 2015-April 2017

MARIANO PONCE NATIONAL HIGH SCHOOL

June 2015-April 2017

BALIWAG NORTH CENTRAL SCHOOL

June 2005-March 2011