

MARY CHRISTY CABALQUINTO

Case Manager | Advanced Technical Support Specialist



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Blk 19 Lot 34 EP Village Phase 1,
Pinagsama, Taguig City



m.c.c.cabalquinto@gmail.com

EDUCATION

2020

Polytechnic University of the Philippines

Post Baccalaureate in Education

2019

Polytechnic University of the Philippines

Bachelor in Banking and Finance

SKILLS

Advanced Technical Support
Professional Customer Service
Software and Web management
Data Synchronization and Automation
Calendar Management and Scheduling
Graphic Design
Accounting and
Bookkeeping
Data analytics

TOOLS

Google Suite	HTML
Microsoft Office	SQL
Salesforce	Facebook
Slack	Instagram
Canva	
Jira	
CRM	
JavaScript	
CSS	



WORK EXPERIENCE

October 17, 2022- present

**Customer Service Representative
Cardinal Health International Philippines**

Collects orders and provides assistance to patients with their durable medical equipment. Collecting and processing medical information like patient's records, insurances, and diagnosis.

Process payments.

Collecting and processing past due balances.

June 14, 2022 - October 14, 2022

**Advanced Technical Support Specialist
Concentrix**

Troubleshoots phone service provisioning including call, text, and internet.

Helps the customer with the use of their IOS and android phones.

Troubleshoots issues for hotspot, number sync, phone applications, wi-fi connections, cellular data connections, voicemail and call forwarding.

Process adding of plans and upgrading of device.

Process adding or removing from blacklist for reported stolen device.

Activates sim, device, and new line.

Process request for suspension, and restoration of the account.

Provides billing inquiries, arrange payment options, and process billing.

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**Case Manager | Advanced
Technical Support Specialist**



WORK EXPERIENCE

June 22, 2020 – June 11, 2022

Case Manager | Technical Support Specialist

Acquire BPO

Manage website and applications.

Synchronizes data from one software to another

Helps clients setting up schedules for their patients.

Creates and designs newsletters for clients for promotions.

Doing products demo to new clients.

Checks system requirements for sync installation including operating systems for Microsoft Windows, macOS, and Linux, hard drive, RAM memory, Internet connection and internet service provisioning, and Windows Misc.

Works on sync installation and EHR Integrations for automated messaging

Troubleshoots the platform, applications, and sync issues.

Helps customer on how to use the platform.

Works with software engineers for escalated cases

Tests products for the campaign

June 22, 2018 – January 2, 2020

Customer Service Associate

Accenture Inc

Collects health providers' data for credentialing purposes.

Provides walk through on how to use the platform.

Assist customer with the requirements for their credentialing.

February 14, 2017 – June 20, 2018

Team Leader

Pizza Hut

Supervising team members

Collecting and serving food orders

Collecting and processing payments

Cook and prepares food orders

September 25, 2015 – January 26, 2017

Service Crew

McDonald's Commonwealth

Collecting and serving food orders

Collecting and processing payments

Cleaning the restaurant.

CERTIFICATIONS

**Teaching English as Foreign Language
Certification**

Civil Service- Professional

August 20, 2019

**Basic Virtual Assistant &
Essential Tools Training**

MKCN Enterprise Online Services

January 24, 2021

**Beginner's Guide to Data & Data Analytics,
by SF Data School**

Udemy

February 22, 2023

**Accounting & Financial Statement Analysis:
Complete Training**

Udemy

March 31, 2023