

# Mary Claiza H. Paule

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HYVE Soho Suites B09 03, Cyberjaya, Malaysia, 63000

## PROFESSIONAL SUMMARY:

I bring 15 years of diverse professional experience, including 11 years as a Branch Supervisor at Western Union, roles as a Retail Branch Manager in the electronics industry, and a Performance Management Analyst in the financing sector. Additionally, I have 4 years of expertise in customer service and technical support. My detail-oriented approach and commitment to delivering exceptional customer service have contributed to my ability to resolve technical issues efficiently and ensure client satisfaction.

I am highly computer literate and excel in Operations and Administration services, with advanced proficiency in Microsoft Excel, Word, PowerPoint, and Outlook. My expertise extends to loans, banking, performance management, and data analysis. With a degree from De La Salle Araneta University, I am a results-driven professional with a strong foundation in research, problem-solving, and business operations.

## WORK EXPERIENCE:

**Advisor 1, Customer Service** Jun 2022 - Present

Concentrix • Cyberjaya, Malaysia

- Experienced in providing exceptional customer service through phone, chat, and email support. Skilled in multitasking, managing multiple communication channels simultaneously while ensuring prompt and accurate responses to customer inquiries. Proficient in resolving technical issues, handling complaints, and delivering personalized solutions to enhance customer satisfaction and loyalty.

**Customer Service Associate** Jan 2021 - Jul 2022

FIS • Pasig, Philippines

- Experienced Financial Support Representative with expertise in assisting clients with financial inquiries, account management, payment processing, debit card issuance and replacement, and tax credit inquiries. Skilled in analyzing customer needs, providing tailored solutions, and addressing financial discrepancies efficiently. Proficient in handling sensitive information with confidentiality and ensuring compliance with company policies and regulatory standards. Committed to delivering exceptional service while enhancing customer satisfaction and trust.

**Advisor I, Customer Service Representative** Aug 2020 - Jan 2021

Concentrix • Manila, Philippines

- Experienced Seasonal Customer Service Representative with expertise in assisting customers with retail account inquiries, order processing, product information, and returns or exchanges. Skilled in managing high volumes of customer interactions over the phone during peak seasons. Adept at resolving issues promptly, providing personalized solutions, and maintaining a positive customer experience. Committed to upholding brand standards and ensuring customer satisfaction in a fast-paced environment.

**Performance Management Analyst** Jan 2016 - Apr 2019

Fundline Finance Corporation • Makati, Philippines

- Experienced Performance Management Analyst with expertise in evaluating and improving organizational performance through data analysis, reporting, and process optimization. Skilled in developing key performance indicators (KPIs), tracking operational metrics, and conducting performance assessments to identify trends and areas for improvement. Proficient in analyzing data to provide actionable insights, supporting decision-making, and driving continuous improvement initiatives. Adept at collaborating with cross-functional teams to enhance efficiency, productivity, and overall business performance.

**Branch Manager** Oct 2014 - Nov 2015

Berlein Electronics Inc. • Quezon City, Philippines

- Experienced Retail Branch Manager responsible for overseeing the operations of three concept stores. Skilled in managing day-to-day store activities, including inventory control, staff supervision, sales performance, and customer service excellence. Proven ability to drive sales growth, improve operational efficiency, and implement effective marketing strategies across multiple locations. Adept at managing budgets, ensuring compliance with company policies, and fostering a positive work environment. Strong leadership and problem-solving skills, committed to achieving business objectives and delivering an exceptional customer experience.

**Branch Supervisor**    May 2007 - Aug 2014

Western Union • Makati, Philippines

- Efficiently managing daily transactions, ensuring accuracy, and delivering excellent customer service. Promoted to Branch Officer-in-Charge (OIC), where I took on additional responsibilities, including overseeing branch operations, managing staff, and ensuring compliance with banking policies. Further promoted to Branch Head, where I successfully managed three high-performing branches. In this role, I was responsible for driving sales, improving operational efficiency, coaching and developing teams, and ensuring exceptional customer experiences. Demonstrated strong leadership and strategic planning skills to meet branch goals and contribute to the overall success of the organization. Recognized for outstanding performance, I was selected as a top-performing employee and awarded in Bangkok, Thailand for my contributions to the company.

**EDUCATION:**

**Bachelor's Degree in Banking and Finance**    Jun 2002 - Apr 2006

De La Salle Araneta University • Malabon, Philippines

**High School**    Jun 1998 - Mar 2002

Bagong Barrio National High School • Caloocan City, Philippines

**SKILLS:**

- Excellent communication skills (verbal and written)
- Skilled in Microsoft Word, Excel, Google Drive, and online research
- Customer service-oriented, with experience in phone, chat, and email support
- Skilled in remote troubleshooting and resolving client issues efficiently
- Detail-oriented and highly organized
- Quick learner with the ability to adapt to new environments and tools
- Strong leadership qualities while being a collaborative team player
- Upholds high ethical values and maintains confidentiality
- Experienced in handling cash registers and managing transactions efficiently

**AWARDS AND HONOURS**

**Club 500 Asia Pacific Grand Master 2007 (awarded in Bangkok, Thailand)**

- This highlights the branch's excellence in customer service, as evidenced by receiving the Asia Pacific Grand Master title. The achievement was validated by a client serving as a mystery shopper, who conducted a transaction to assess the branch's service quality. This recognition underscores the team's commitment to delivering outstanding customer experiences.