**NIÑA MARIE F. DEL MAR**

**0935-382-9723**

**memarieme@yahoo.com**

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**OBJECTIVE**: To be an employee with a strong interpersonal and organizational skills and a keen ability to multi-task a variety of challenges and responsibilities with a challenging position at a firm which will allow me to further utilize my existing skills and enable to acquire new abilities.

**SUMMARY OF QUALIFICATIONS:**

More than 7 years of extensive customer services experience.

Strong ability to lead and train staff

Remarkable ability to communicate effectively

Deep ability to compile information and prepare reports.

Excellent coordinating skills.

**SKILLS:**

MS Word

MS Excel

Written Communication

Customer Service

Interdepartmental Coordination

Email Management

Organizing

**ACHIEVEMENTS:**

Coaching Onboarding Training

Mentorship Training

TL 101 Training

**EMPLOYMENT HISTORY:**

Customer Service Representative (November 2018- December 2022)

***Teletech Holdings Inc.***

Level 2, Robinsons Place, Santo Domingo, Cainta, 1900 Rizal, Philippines

**Duties**:

***1. Customer Service Associate***

Maintain a positive, empathetic, and professional attitude toward customers always.

Respond promptly and effectively to customer inquiries.

Acknowledge and resolve customer complaints.

Walk customers through basic troubleshooting or setup processes.

Ensure customer satisfaction and provide professional customer support.

***2. Mentor***

Provide Guidance, advice, feedback and support to mentee.

Facilitate learning Opportunities by providing tools to mentees and at the same time build trust through engagement become a better version of themselves.

Challenge Each other with Open-Ended and Curious Questions

**Reason for Leaving:** *Better Opportunity*

Independent Contractor (July 2012-January 2018)

***Freelance- Work from Home***

**Duties:**

Made sure clients go to websites.

Get more clients to subscribe for memberships

Answer Queries

Set appointments for Real Estate brokers

**Reason for leaving:** *Better Opportunity*

Administrative Assistant (December 2008-June 2012)

***UKLINK PROMOTIONS, INCORPORATED***

2nd floor, JY Square Discovery Mall, Salinas Drive, Lahug, Cebu city

**Duties:**

***1. Administration***

Handle calls and promptly forward them to the appropriate person

Handle Emails (sending and responding) to clients’ queries.

Handle Rescheduling of appointments.

Create and revise systems and procedures by analyzing operating practices and recordkeeping systems.

Resolve problems by coordinating the preparation of reports and identifying solutions.

Contribute to team effort by accomplishing results as needed.

***2. Assistant Manager***

Contribute to team effort by accomplishing related results as needed.

Complete operational requirements by scheduling and assigning tasks, expediting work results.

Create and revise systems and procedures by recordkeeping systems and implementing changes.

Develop administrative staff by providing information.

Maintain workflow by developing reporting procedures

Compose and distribute inter-departmental memorandums (e-mail, documentary, and voice) ensuring timely delivery and receipt of important information while at the time maintaining confidentiality.

**Reason For leaving:** *Tendered resignation before company declares bankruptcy*

**EDUCATION:**

University of San Carlos- Main

*Bachelors in science in Business Administration- Market management and entrepreneurship*

College level

**Character Reference:**

Sean Lawrence Abad

***Teletech Holdings Inc.*** – Trainer

09566695687

Jellene Bandoy

***Teletech Holdings Inc.*** – Trainer Supervisor

09772840211

Michelle Ann Ramos

Teletech Holdings Inc. – Team Leader

09773910017