

Rachelle Marungoy

Contact

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Skills

Call Metrics

Estimating

Order Documentation

Problem-solving aptitude

Work History

Case Manager/IHG Hotels and Resorts

Baguio City, Province Of Benguet (Remote) - March 2023 - June 2024

Job description:

Answering Guest inquiries .

Managing and Creating Guest Complaints

Followed up with customers about resolved issues to maintain high standards of customer service.

Handled escalated calls efficiently, finding satisfactory resolutions for both customers and the company alike.

Answered constant flow of customer calls with minimal wait times.

Fraud Specialist | Concentrix

Baguio City (Remote) - December 2021 - April 2022

Job description:

Strengthened communication channels between departments, ensuring a coordinated approach towards combating fraud within the organization.

Participated in industry conferences to stay updated on the latest developments in the field of fraud management.

Collaborated with external partners to share best practices on fraud detection and prevention techniques.

Streamlined reporting procedures for suspected fraudulent activities, enabling quicker response times and resolutions.

Customer Service Representative | Teleperformance

Baguio City - April 2015 - October 2021

Job description:

Educated customers about billing, payment processing and support policies and procedures.

Followed up with customers about resolved issues to maintain high standards of customer service.

Handled escalated calls efficiently, finding satisfactory resolutions for both customers and the company alike.

Answered constant flow of customer calls with minimal wait times.

Education

March 2010

Bachelor of Science: Nursing

University of Baguio- Baguio City