



# SHEENA MARIELLE M. FRANCISCO



## Contact



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## Skills

### Training Management



### Social Media Content Management



### Copywriting



### Customer Service



### Leadership



### Marketing



## About Me

A dynamic and results-driven professional with a proven track record in client communication and brand management. Committed to ensuring client satisfaction through the delivery of high-quality output while consistently pursuing opportunities for professional growth and work development. Known for fostering collaborative relationships and leveraging expertise to enhance brand success.



## Education



### Hospitality Management

2010-2011



*Colegio de San Juan de Letran*



### BS Hotel and Restaurant Management

2011-2015



*St. Paul University Manila*



## Work Experience



### Domain Group (Acquired Realbase Inc.) August 2022 - Present

#### Customer Experience Trainer

- Developing educational material and organizing training sessions for new hires and tenures
- Train customer experience partners, constant monitoring and checking of their customer interactions using the QA metrics, and provide feedback on where they can improve



### Domain Group (Acquired Realbase Inc.) March 2021 - August 2022

#### Customer Experience Partner

- Provided outstanding customer service to our real estate clients by addressing inquiries, resolving issues, and ensuring customer satisfaction
- Demonstrated strong problem-solving skills, resolving customer concerns promptly and efficiently aligned with the QA metrics set



### Victoria Court Group of Hotels July 2016 - January 2024

#### Marketing Officer (4 years)

#### Marketing Consultant (3 years)

- Strategizing content and campaigns
- Manage and oversee social media content
- Handling customer requests and complaints