



## PROFILE

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- ❖ Email Support/ Chat Support
- ❖ Customer Relations/Inbound
- ❖ Time management
- ❖ Highly Analytical
- ❖ Market research / Admin tasks

## EXPERIENCE

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January 2014 –April 2022–  
**Customer Service**  
*Associate/WNS Global Services*

August 2011-December 2013  
**Customer Service Retention Officer**  
*Teletech*

# Ester F. Marcos

Address: Cluster 27 Cambridge Village,  
Brgy. San Andres Cainta Rizal  
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- Providing Exceptional Service ... Building Loyal Relationships
  - Dynamic customer service professional experienced in both call-center and retail store settings
  - Productive relationship builder; excel at listening to customer needs, articulating product benefits and creating solutions that provide value to the customer.
  - Highly professional--dependable, reliable and able to perform duties with minimal supervision.
  - Multitasking and Email support
  - Promoted as Subscription Support Team for 1 year
  - Handling Escalation calls
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- Taking Inbound Calls and Emails for billing and cancellation concerns.
  - Respond to telephone inquiries, providing quality service to customers and associates inquiring about the availability of products or status of orders.
  - Listen attentively to caller needs to ensure a positive customer experience

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## EDUCATION

2001-2005 **Centro Escolar University**  
Mendiola Manila  
Bachelor of Science in Medical Technology

## CHARACTER / REFERENCE

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- Camille Benitez  
Assistant Supervisor WNS Global Services  
09275790203
- Sydrick Opong  
Previous Assistant Manager WNS  
09064044243

