



MARIAN MINKY A. PEDRES

Virtual Assistant / CSR

I am currently looking for a job as VA & CSR. I am reliable co-worker, fast attention to detail & a result-oriented person. I have more than 8 years of experience working with corporate companies as customer service representative, sales & retention, admin & E-mail support. I am the best person to look for if you are looking for someone to take off administrative loads from your shoulder. Below are my skills and highlights:

PERSONAL INFORMATION

Date of Birth: Sept. 11 1991

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📍 291 E. Aranas St. Catarman
Liloan Cebu Philippines

💻 live:.cid.58be5ff1889ff7b6

📘 facebook.com/quinn.alvarez.54/

SKILLS

- Excellent in using communication tools such as Zoom, Google Meet, Slack, LinkedIn, Twitter, Facebook, Instagram, Skype, Gmail, Ring Central, & Talk Desk.
- Skilled in CRM for E-mail / Calling platform such as Zendesk, REM, Salesforce & Oracle.
- Knowledgeable in using MS Excel, PowerPoint, MS Word. Google Sheets, Canva, DesignWizard & Pixlr.

CHARACTER REFERENCE

Michelle A. Apalla
Quality Analyst | OP360
+63995-839-2790

Christina Cayetano
Team Lead | Sutherland
+63926-381-7611

WORK EXPERIENCE

VERIFICATION PLUS SPECIALIST

Office Partners 360

Feb. 2020 - Aug. 2022

- Manage Outbound calls to validate company's listing on Dodge Construction Network.
- Update & requalify company information to determine their preference and business needs.
- Research the company information online to verify qualification for Dodge Network.

ADMIN & E-MAIL SUPPORT

Synchrony Financial

Sept. 2017 - Dec. 2019

- Manage accounts & provide assistance via email by resolving customer's issue, promoting services & forwarding unresolved queries to Sam's Club specialists.
- Prepare communications such as emails, reports and other correspondence.
- Schedule appointments & maintain calendars for follow up queries.

SALES ADMIN

Teletech / Telstra

June 2016 - June 2017

- Checking orders accuracy of a sales front liners to ensure all sales are processed in accordance with consumer law.
- Collate sales data & creating spreadsheets on all Telstra's Home Internet & Mobile orders.
- Performs clerical duties to help sales order landed smoothly and efficiently.

CSR, SALES & RETENTION

Sutherland Global Services

March 2013 - April 2016

- Managing incoming calls & customer service inquiries such as collecting payments, resolving billing disputes & generating registration code for Intuit QuickBooks users.
- Implement customer retention strategies such as analyzing user's feedback negotiation & compiling reports for sales managers to increase loyalty & retain business.

EDUCATION

Our Lady of Fatima University
Associate Graduate: Midwifery

2007 - 2009