



## **Mariejane Nevado**

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## **Summary**

Dedicated and detail-oriented Customer Service Specialist with 8 years of Customer Service experience. Excel at prioritizing, completing multiple tasks simultaneously, and following through to achieve goals. Flexible and goal-oriented team player with expertise in scheduling, customer relationship management, and document control. Dependable self-starter and forward-thinker. Knowledgeable Administrative Assistant dedicated to improving procedures for file movements, eliminating unnecessary storage, and maintaining secure information. Verifies and documents research problems and implements effective solutions.

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## **Job Experience:**

### **Data Entry/ Customer Service**

#### **Upwork**

**January 2022 – September 2022**

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- Answer the incoming call for membership.
- Respond to emails.
- Do outbound calls for missing datasheets.

- Send end-of-shift tracker
- Attend weekly meeting
- Identified issues, analysed information, and provided solutions to problems
- Update member's information every 2 weeks

## **Customer Service Representative**

### **Transcosmos**

**November 2020 – October 2021**

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- Answer incoming calls and respond to customer's emails regarding bill inquiry
- Manage and resolve complains
- Process phone upgrade and plan upgrade
- Assist customer in basic troubleshooting
- Addressed customer service inquiries quickly and accurately.
- Assisted in fulfillment of customer orders placed in person, via email, online, and by telephone.
- Processed and issued product orders and service upgrades for customers.
- Resolved customer queries over the phone and by email.

## **Customer Service Representative**

### **Accenture**

**March 2020 – October 2020**

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- Served as point of escalation for complex customer issues, capturing timely resolution to drive client retention.
- Addressed customer service inquiries quickly and accurately.
- Maximized customer satisfaction by resolving service issues promptly.
- Built rapport with customers through courteous and professional communications.
- Resolved customer queries over the phone and by email.
- Input customer information, call notes, and person
- Process refilling of customer's prescription
- Identify the reason of denied claim

## **Customer Service Representative/ Technical Support**

### **Convergys**

**October 2017 – December 2019**

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- Trained and mentored employees to maximized team performance.
- Actively listened to customers to fully understand requests and address concerns.
- Customized maximize customer experiences to build brand loyalty.
- Assist customers regarding technical issues with their internet.
- Create a ticket and coordinate with the Technician for all technician visits.
- Call audit for all surveyed calls and provide feedback to all agents who need to be coached.

**Customer Service Representative/ Technical Support**  
**Teleperformance**  
**May 2017 – October 2019**

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- Remind patients regarding their scheduled appointment.
- Process prescription refills.
- Assist patients in getting doctors' appointments.
- Established warm and friendly rapport whilst interacting with customers by phone, email, and on live chat.
- Process registration for a new patient.

**Customer Service Representative/ Technical Support**  
**Interglobe Technologies Inc**  
**September 2014 – August 2016**

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- Answer incoming calls
- Process upgrade for customer's flight reservation.
- Process refunds for canceled flights.
- Assist customers in rebooking and rescheduling their flights.
- Send an email for any flight updates.
- Input customer information, call notes, and personal data onto the internal database.
- Resolved customer queries over the phone and by email.

**Customer Service Representative**

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**Aditya Birla Minacs**  
**November 2013 – September 2014**

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- Answer incoming calls related to bill inquiry
- Process reactivation of phone line.
- Addressed customer service inquiries quickly and accurately.

**Customer Service Representative**  
**ePerformax**  
**April 2013 – November 2013**

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- Assist both buyer and seller with their case claim.
- Send an email for the case decision.
- Assist both seller and buyer with their appeal case.
- Answer incoming calls related to shipping status, order status and refund status

## **Private Caregiver**

**August 2010 – March 2012**

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- Follows proper procedures in emergency situations and responds promptly and positively to resident requests for assistance.
- Assists patient with activities of daily living, including bathing, dressing, grooming, toileting, transferring and getting to and from activities and meals according to the individual service plan.
- Assists patient with medication as defined in medication procedure; assists and supervises patients who self-administer medication.
- Administered medication skilfully and suggested strategies for remembering dosages.
- Observed and monitored patients' physical well-being and reported changes to senior staff members, recording health conditions for reference.