

# MARICON BELISARIO



Adaptable, reliable, passionate. A goal-driven team player who aims to become a bridge between customer service and client satisfaction.

## CONTACT



December 26, 1992



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## EDUCATION

June 2009 - May 2012

Pamantasan ng Lungsod ng  
Maynila

BS Biology - Undergraduate

## WORK HISTORY

**Customer Service Manager**

**PetStore.Direct**

**May 2022 - October 2023**

- Worked graveyard; mostly from 08:00 AM-05:00 PM EST.
- Resolved simultaneous inbound inquiries received via phone calls, live chats, and emails, ranging from product question to placing an order.

**Team Lead**

**Concentrix Philippines**

**January 2021 - July 2021**

- Worked graveyard from 08:00 AM to 08:00 PM EST
- Formed successful partnerships with clients through pilot projects and product calibrations.
- Diligently completed all daily, weekly, and monthly supervisory deliverables.
- Actively participated in the account and company's employee engagement initiatives.

**Senior Customer Service Specialist**

**Concentrix Philippines**

**November 2013 - December 2020**

- Worked graveyard; mostly from 08:00 AM-05:00 PM EST, yet has also experienced different shifts such as 10:00 AM-07:00 PM EST and 12:00NN-09:00 PM EST.
- Resolved inbound inquiries via a call from various healthcare professionals, ranging from insurance benefits, claims, and appeals, using dual monitors with account-specific applications.
- Handled supervisory calls with sensitivity to the issue.
- Created a template in MS Excel delegated for new hire utilization which increased efficiency in creating requests in the main system.
- Handled eleven transition classes as a transition lead - breaking the stigma of a transition lead's roles and becoming a bridge between operations and training. Monitored trainees' daily progress and intervened when needed via coaching and feedback session.