

MARY PAULINE UBALDO

PROFILE

Detail-oriented Quality Controller with over a year of experience ensuring service excellence through meticulous inspection of Paid Social campaigns. Skilled in analyzing production processes, identifying errors, and implementing quality assurance practices. Complemented by 3+ years of delivering exceptional service in fast-paced environments as a Customer Service Professional. Adept at utilizing strong communication skills to interact effectively with diverse customer bases and ensuring customer satisfaction.

CONTACT INFORMATION

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SKILLS

- Basic knowledge in Salesforce, Freshdesk, Zendesk, FB Ads Manager, LinkedIn Ads, Snapchat & Tiktok Ads Manager
- Proficient in MS and Google Apps
- Strong communication skills
- Detail-oriented

EDUCATIONAL BACKGROUND

De La Salle Araneta University

Bachelor of Science in Business Administration
Major in Financial Management, May 2016

Academia De San Lorenzo

High School, Class of 2012
Elementary, Class of 2008

SEMINARS/CERTIFICATIONS

2023

- Freshdesk Product Expert Certification
- Facebook Business Manager Ad Trafficking Certification

2020

- Product Captain Certification

2017

- Customer Service Associate Certification
- Counterfeit Detection Seminar (Philippine Peso and US Dollar)
- Third Currency Counterfeit Detection Seminar

EMPLOYMENT HISTORY

Affinity Express Philippines, Inc. (July 2022 - May 2024)

Senior Associate Quality Controller

- Conduct detailed inspections of Social Media campaigns to ensure compliance with quality standards and specifications
- Collaborate with Operation teams to identify and address quality issues promptly, ensuring continuous improvement
- Maintain accurate documentation of inspection results and quality reports for internal and external audits
- Conduct monthly audit for ongoing campaigns to ensure that all are performing properly

Ad Trafficker

- Creating Paid Social campaigns through Meta (FB/IG)

Concentrix CVG Philippines Inc. (April 2018 - January 2019; July 2019 - July 2022)

Advisor II, Customer Service: International Sports Brand

- Assists with pre and post-purchase inquiries; Handling two concurrent chats at a time, with Salesforce as the chat tool
- Top Sales Influencer from the Support group for four consecutive months and have attained 100% customer service satisfaction for January 2019; Maintained a satisfactory CSAT percentage all throughout my stay in the Company

Product Captain

- Conduct weekly training regarding new technologies and updates on newly innovated products of the Brand.
- Back up Product Captain Lead; in charge of weekly meetings and daily deliverables should the Product Lead be unavailable.
- Assist level 1 athletes with product-related concerns on a daily basis
- Spearheaded the creation and implementation of the following projects/items: Dollar Map (Sales Influence Chat Flow); Exclusive Launch Items excel list and Product Library; One-page presentations

Mentor

- Doing live side-by-side assistance to newly hired athletes in rookie camp to ensure that they are guided and familiarized with the processes to be able to provide quality customer service

Bank of the Philippines Islands (February 2017 - March 2018)

Customer Service Associate: Retail Banking (Intramuros Branch)

- Assists bank clients with over-the-counter cash and cheque transactions
- Processes BIR, SSS, Visa application payments and Bills payments
- Received a commendation from the EVP of Retail Banking Group for being able to accommodate a client's plea for help outside banking hours

Robinsons Land Corporation (June - November 2016)

Administrative Assistant: Office of the Lease Department Head

- Clerical duties