



RONELLA MARISCOTES

ABOUT ME

I treat the business as my own, it helps me better in decision-making. It also motivates me to have a strong commitment to the company's success.

EDUCATION

City College of Manila
**Bachelor's Degree in Mass
Communication**

CONTACT



+63 952 571 5354



ronella.mariscotes0311@
gmail.com

WORK EXPERIENCE

Concentrix CVG Philippines Inc / December
12, 2022 - December 6, 2024

Advisor I - Voice and Email

Handled an accounting software account as a technical support resolving software issues.

Trained to handle billing concerns like subscription payments, statements of account and refund.

Renancial / January 6, 2022 - February 13,
2024

Virtual Assistant

Perform research and data entry tasks, prepare and edit documents, spreadsheets, and presentations. Schedule and coordinate meetings and appointments. Handled CRM, Calendar and email management.

Concentrix Daksh Services Philippines /
February 2, 2021 - November 18, 2021

Advisor I - Voice and Chat

As a customer Service Representative for an Airline account, I handled customer concerns about their flight reservations, booking flights, and ticket upgrade.

SKILLS

CRM

- Salesforce
- Asana
- Keller Williams
- Follow-up Boss

Digital Marketing/ Graphic Designs

- Adobe Photoshop
- Canva

Content Creation for Social Media Platforms

- Facebook
- Instagram
- Tiktok

PERSONAL INFORMATION

Age: 44 years old

Birth date: March 11, 1980

Birthplace: Caloocan City,
Metro Manila, Philippines

Marital status: Married

Inspiro Relia Inc. / October 1, 2021 – January 1, 2022/ Seasonal Account

Customer Service Representative – Voice, Email and Chat

Handled a retail account answering customer queries, processing payments, orders and track orders.

51talkph / December 5, 2020 – September 20, 2022

ESL Tutor

Teach Chinese students of different ages about English as a second language.

SEEMI / September 2, 2008–May 10, 2010

Marketing and Sales Assistant

Encodes customer information to the Customer Information Facility.

Conducts quarterly interviews with customers for testimonials to be posted on the company's online shop.

In charge of online sales of Phiten products.

Attends to customer inquiries about the product.

Prepares annual marketing calendar for online selling and product promotion.