

MARIZ SAMANTILA

CONTACT



April 8, 1991



Quezon City, Philippines



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mariz.samantila

EDUCATION

BS INFORMATION TECHNOLOGY

2008 - 2012 (Graduate)

Lyceum of the Philippines
University, Cavite

SKILLS AND TECH

- Customer Service
- Technical Support
- Upselling
- Sales Pitching
- Cold calling
- Lead Mining
- Customer management records systems
- Helpdesk software
- Google App Suites
- Microsoft Office Apps
- Facebook/Meta Business Suites
- RingCentral
- Zendesk
- LMS/knowledge base software
- Salesforce
- Wix.com
- Canva

WORK EXPERIENCE

Improv Learning, Remote - Graveyard Shift

Customer Service Representative

JANUARY 2023-JUNE 2024

- US-based driving school support. Supports via email, SMS, and calls.

Concentrix Philippines, San Lazaro - Graveyard Shift

Advanced Technical Support

JUNE 2022- JANUARY 2023

- US-based Wireless mobility/ Telecommunications company over-the-phone assistance.

Lewis Glance Consulting, Freelance - Day Shift

Social Media Moderator

March 2023

- Football Manila's Social Media accounts; Scheduling and Appointment setting for the players.

Nutty Scientists Philippines, Part-time

July 2024

- Performer/Host. As a science professor showing science experiments.

OTHER WORK EXPERIENCE

Cavite State University, Tanza Campus - Cavite

College Instructor I

SEPTEMBER 2021-JUNE 2022

- Facilitating online classes for Information Technology courses with business statistics, UI/UX design, and web development.

APEC Schools Inc., Bacoar Branch - Cavite

Learning Facilitator

JUNE 2018- JUNE 2021

- Facilitating Science, Entrepreneurship, and ICT courses for Junior and Senior High School students.