

# EDILBERTO V. MARIANO JR.

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## Experiences

September 2023- Present

### **Help Flow (Plug Tech) -CA, USA- *Customer Support Specialist (Remote)***

- Respond to and process tickets regarding customer inquiries and requests through Zendesk and Gorgias..
- Responsible for assisting existing and potential customers in answering questions about products, order processing, policies and procedures.
- Assists potential customers in product selection on website or on app.
- Assist customers by answering product features inquiry, device comparison.
- Explains the client's Return Policy and Product Warranty to customers.
- Checks products availability and inventory for customers.
- Resolves issues with orders (missing items, wrong items received, missing orders).
- Assists customers in filing warranty claims, exchange/return requests.
- Coordinates with the internal team to follow up on refund status, replacement status, return process.
- Communicate and inform customers about on-going promotions and sales, explaining terms and eligibility rules.
- Process replacement orders, exchanges, and refunds through Shopify.
- Update customers billing and shipping information on Shopify.

October 2022 – June 2023

### **Peony Photo Booth / Oh Snap It Photo Booth (Lafayette, CA, USA)- *Virtual Assistant- Remote (part-time)***

- Data entry tasks – Entering information from forms/ updating records in company worksheet using Microsoft Excel / Google Sheets.
- Email management – Cleaning up the company's email inbox to remove spam/unsolicited emails, unsubscribe to newsletter and notifications.
- Email replies – Replies to customer inquiries and bookings requests/follow-ups.
- Answers inbound calls (bookings and inquiries) using Skype.
- Appointment setting using Google Calendar– Sets up meetings with potential/existing clients to discuss services and booking details.
- Invoice management – Prepares and sends out invoices to clients after booking events. Documents invoices in the company worksheet.
- Social media management – Manages company's Facebook account, posts photos from recent events/bookings, answers questions/inquiries on FB Messenger, promotes FB page by posting ads on different FB groups.
- Coordinates with clients in weekly process improvement discussions by providing feedback, observations, and inputs.
- Performs other ad hoc tasks as requested by client.

September 2017- August 2022

### **Cognizant Technology Solutions, Taguig City- *Senior Process Executive***

YouTube Partner Operations Support (Apr. 2018-August 2022)

Hijacking Specialized Team - Email support

- Collect reports from channel owners about potential hijacking incidents.
- Assists creators in investigating possibly compromised channels.
- Coordinate with different teams to confirm hijacking incidents.
- Assist channel owners with account recovery and channel clean up.
- Meets service levels consistently by ensuring that cases are processed and closed within the approved timeframes.
- Performs ad-hoc tasks within the team (caseload management, case pool monitoring)
- Participates in weekly meeting sessions with and operations managers and subject-matter experts to discuss issues and updates.
- Coordinates with clients in weekly process improvement discussions by providing feedback, observations, and inputs.

Content ID Specialized Team - Email and chat support

- Educate creators on how the Content ID system works.
- Assists creators in investigating Content ID claims.
- Helps creators in resolving disputes regarding claims.
- Provides assistance and information concerning Copyright.
- Educate channel owners on monetization issues related to Copyright and Content ID claims.

Creator Support Team - Email and chat support

- Assists channel owners with general channel maintenance, customizing channel settings, and managing channels.
- Educate channel owners on different channel features.
- Assist creators with video uploading, editing videos and video settings.
- Assist creators with analyzing channel performance using different tools like analytics data.
- Explains policies, guidelines and terms of service to users.
- Provides assistance to creators in understanding channel monetization and ads policies.
- Troubleshoot issues with video ads and revenue.
- Troubleshoot issues with channel monetization and payments (missing payments, incorrect amounts)
- Processes requests for redeeming Creator Awards.
- Troubleshooting issues related to monetization and earnings (earnings not received, missing payments, disabled channel monetization)
- Keeps track and monitors emerging issues and bugs on internal tools and on the external website.
- Assisting creators with questions and issues regarding AdSense accounts(account maintenance, answering policy inquiries).
- Explains and educates channel owners on policy updates/feature updates.
- Provides subject-matter assistance and mentoring to other members of the team.

Google Home Support (Sept. 2017-Mar. 2018) - Email and chat support

- Assists users with setting up and customizing Google Home devices.
- Troubleshoot technical issues with Google Home devices and apps.

September 2012 - November 2016

### **Wells Fargo EGS, LLC, Taguig City- *Research and Remediation Analyst 2***

Credit Cards Disputes

- Collects reports from credit card users about potentially fraudulent transactions.
- Conducts investigation on reported transactions.
- Contact merchants (domestic or international) to request for supporting documents to validate

- charges.
- Coordinate with different network payment processors(Visa, Mastercard) in investigation and mediation..
- Process chargebacks on disputed transactions.
- Reviews merchants' Terms and Conditions/Terms of Sale.
- Analyzes credit card billing statements for suspicious transaction patterns.
- Issues replacement for credit cards reported Lost/Stolen.
- Analyzes credit card billing statements for suspicious transaction patterns.
- Ensure that required trainings and certifications are updated (AML, BSA, UDAAP, TILA)

2011- 2012

**Sutherland Global Services, Taguig City- *Customer Service Representative***

eBay.com

- Assists users with general account maintenance.
- Educate users on the process of online selling, buying and bidding.
- Troubleshoot billing issues and questions.
- Assists sellers in transactions starting from setting up listings, up to completing sales.
- Assists buyers with buying or bidding questions.

2006 - 2009

**ePerformax Contact Centers, Makati City- *Customer Support Representative***

PayPal

- Assists users with account maintenance (password change, log-in issues, editing account information)
- Assists with, and troubleshoot payment transaction issues.
- Educate users on policies concerning online payment processing (transaction fees, payment holds)
- Assists merchants on setting up, maintenance, and troubleshooting minor technical issues with website payment processing.
- Assists account holders in sending and receiving payments.

2005 - 2006

**Rustan's Coffee Corp.- *Barista***

Starbucks CoffeePhilippines

## Education

2000 - 2005

**San Sebastian College-Recoletos, Manila- *Bachelor of Science, Hotel and Restaurant Management***

2010

**Magsaysay Institute for Hospitality and Culinary Arts, Makati City- *Culinary Arts***

1992-2000

**San Isidro Catholic School, Pasay City- *Elementary / High School***

