



Sharmaine Q. Florendo

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Years Experience: 5 YRS.

Location: Caloocan City
Philippines

Strengths

- Customer Service assistance
- Tools: Gorgias, Intercom, Wuu, Asana, Yotpo, Kustomer
- Multi-Tasking and Time Management
- Tools: OPERA, Netsuite, Salesforce, Stripe
- Data entry and encoding
- Organizing ability and Attention to detail
- Proactive Approach and Problem solving
- Fast learning ability and Quality assurance

Hi, I'm Maine!

Career Summary

Owner | Zion Rice Center

January 2014 - Present

Customer service representative | Acquie Asia Pacific

January 2017 – August 2018

Front desk associate /Night Audit | Holiday Inn Express USA

April 2015 – April 2016

Customer Service Representative | Nuts.com

September 2022 – January 2023

Customer Service Representative And Data Entry |
Cerebelly USA

February 2023 – August 2024

Billing Supervisor And Data Entry | Mealticket/Marketman

September 2022 – September 2024

Client Solutions Associate | Lend Services

November 2022 - October 2024

The Pitch

As a highly motivated professional with wide experience in the customer service industry. My ability to adapt quickly to new technologies and processes allows me to consistently improve efficiency and performance. My diverse experiences across various industries, including tourism, hospitality, and basic technical support, have equipped me with a unique combination of skills that align perfectly with the Customer Support role.

Rockstar Moments

- As a customer service representative in Cerebelly I was able to contribute a lot of things to Cerebelly , I was able to help the company resolve the problem with the damaged pouches by suggesting the box to be changes and put fill ins inside to avoid the pouches from bumping to each other and that made the damaged emails go away , she also contributed a lot of upgrades information in Cerebelly's website to provide more information to the customers , I was also able to notice that customers are not receiving confirmation emails from there placed order and was able to fix that with there team.
- Employee of the month in Holiday in Williamsburg North last December 2015, I was awarded because I worked 12 hours a day not just on my hotel but also on their sister hotels due to demand , I work as a front desk associate but they needed a banquet assistant so they ask me if I can come and work for the other hotel so I did come in and fill the missing position and awarded by Kim Armstead the President of the HMP operation.

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Academic Roots

Our Lady Of Fatima University, 2015

BS Hotel and Restaurant Management, Graduate