

Ma. Rica Abletes

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EXPERIENCE

Nov 2023– Oct 2024

Account Administrator

Wells Fargo Solutions LLC | Taguig City, Philippines

- Managed high-value client accounts, ensuring accuracy and compliance in financial transactions.
- Conducted risk assessments to identify potential issues and maintain account integrity.
- Managed bill payments and account maintenance, ensuring seamless financial operations

Apr 2021 – Oct 2023

Senior Securities Operations Specialist

Wells Fargo Solutions LLC | Taguig City, Philippines

- Acted as a subject matter expert (SME) and provided guidance on complex securities transactions.
- Led training and onboarding programs for new hires, enhancing team proficiency.
- Handles and attends to Daily account monitoring and Reports

Mar 2016 – Mar 2021

Senior Fraud and Claims Operations Specialist

Wells Fargo Solutions LLC | Taguig City, Philippines

- Investigated and processed complex fraud claims,
- Mentored new hires and conducted Product training sessions
- Managed daily account monitoring

Dec 2014 – Feb 2016

Customer Service Representative II

Wells Fargo Solutions LLC | Taguig City, Philippines

- Process Credit card applications over the phone
- Attend to the Customer's inquiry on credit application and status
- Basic Underwriting

Apr 2012 – June 2013

Web Chat Specialist

24/7 Inc. | Makati City, Philippines

- Handles Client inquiries via the Web Chat platform
- Managed billing and payment plans to ensure accurate financial processing.

Dec 2009 – Mar 2012

Customer Service Representative II

Sitel Philippines | Capital One | Mandaluyong City, Philippines

- Processed transaction disputes and assisted customers with account inquiries.

Customer Service Representative I

Sitel Philippines | Capital One | Mandaluyong City, Philippines

- Attends to account maintenance (billing, fraud, and applications)
- Assist in identifying unauthorized transactions

Nov 2024- Mar 2025

Virtual Assistant (Customer Service)

- Provided **customer service for an e-commerce company**, supporting client inquiries via **Shopify and Gorgias**.
- Assisted customers with order processing, product inquiries, refunds, returns, and online store issues.

2020

Virtual Assistant

- Supported a broker/realtor in social media management and marketing strategies.
- Conducted lead generation through skip tracing and cold calling.
- Managed follow-ups on potential sales opportunities.
- Handled transaction coordination, Organized and maintained client records, and assisted in contract management and compliance.

EDUCATION

2005 – 2008

Rizal Technological University

Mandaluyong City

Bachelor of Science in Business Administration Major in Marketing

SKILLS

Languages

English

Technical

Microsoft Office, Google Workspace, Dial pad, Skype, Slack, Canva, Mailchimp, Mojo, KV core, CRM- Propstream, GHL, Shopify, Gorgias, Loop Returns

REFERENCES

References available upon request.

