MARIDEL BATITIS ALMACEN

General Trias, Philippines

PROFESSIONAL SUMMARY

"A dedicated Customer Service Representative with over four years of experience providing exceptional support in fast-paced environments. Proven ability to handle diverse customer issues with a calm demeanor and professional courtesy. Skilled in leveraging strong communication and interpersonal skills to effectively resolve inquiries and technical support issues. Proficient in utilizing CRM systems and technical troubleshooting tools to ensure customer satisfaction. Known for delivering top-notch service that exceeds expectations and fosters positive client relationships. Seeking to leverage expertise in a new opportunity to contribute to a dynamic team."

SKILLS AND ABILITIES

- Communication Skills
- Technical Proficiency
- Interpersonal Skills
- Customer Service Skills
- Organizational Skills
- Adaptability and Flexibility
- Problem solving Abilities
- Multitasking Abilities
- Confidentiality and Discretion

WORK EXPERIENCE

Injaz Alkawader Manpower Agency | Philippines 2017-2019

Position - Secretary / Recruitment Staff

- Assist in the documentation and processing of employment contracts, visas, and other required documents for deployment.
- Provide administrative support to the recruitment team and agency executives.
  - Manage correspondence, emails, and scheduling of appointments on behalf of the agency.
  - Prepare reports, presentations, and other documentation as required.
  - Ensure confidentiality and handle sensitive information with discretion.

Alorica | Philippines 2020-2022

Position: Customer Service Representative – United Health Care

• responsible for delivering exceptional service to members, providers, and internal stakeholders. Handling inquiries related to health care coverage, benefits, claims, and eligibility.

Technical Support - Samsung Appliances

• support customers in resolving technical issues and optimizing their product experience.

IQOR | Philippines 2022-2021

Position: Customer Service Representative – T-MOBILE

• One of the front-line customer interactions, responsible for providing exceptional service and support to T-Mobile's valued customers. My role is to ensuring customer satisfaction by addressing inquiries, resolving issues, and promoting T-Mobile products and services.

Royal Caribbean Group and Celebrity Cruises | Philippines 2023 - 2026

Position: Customer Service Representative – Casino Royale & Blue Chips

•As a Customer Service Representative at Casino Royale and Blue Chips, I am responsible for ensuring an exceptional guest experience while maintaining the highest standards of service and professionalism. My role involves providing assistance, information, and support to guests across various aspects of their casino visit, travel booking and redeeming their offer over the phone.

EDUCATION

Asian Institute of Computer Science | Philippines 2010

Computer Science