

MARIEDEL ROLLON

Bookkeeping | Data Entry | Medical VA

About Me

Dedicated Customer Service Professional providing exceptional customer support across BPO, hospitality, and service industries. Skilled in handling customer inquiries, resolving concerns, managing administrative tasks, and maintaining accurate records while delivering excellent client experiences.

Known for strong communication skills, attention to detail, adaptability, and the ability to work efficiently in fast-paced environments. Passionate about helping businesses stay organized, improving customer satisfaction, and providing reliable virtual assistance support.

EDUCATION

Bachelor of Science in Hotel and Restaurant Management

- Centro Escolar University

class of 2012 (undergraduate)

Sea Farer Course

- Bulacan Merchant Marine Academy

class of 2013

SKILLS

- Customer Service & Client Support
- Email & Chat Support
- Administrative Assistance
- Data Entry & Record Management
- Calendar & Schedule Management
- Appointment Coordination
- Google Workspace (Docs, Sheets, Drive)
- CRM Systems

TRAINING & CERTIFICATIONS

General Virtual Assistance Training
May 23, 2026
- Completed comprehensive training covering the fundamentals of Virtual Assistance.
- Learned administrative support, email management, calendar management, data entry, and client communication.
- Developed familiarity with remote work tools and best practices for supporting online businesses.

Pastry Training Program
Sheraton Manila Hotel | 2023
- Completed 250 hours of hands-on professional training.
- Developed attention to detail, organization, and time-management skills.

PROFESSIONAL EXPERIENCE

ALORICA TELESERVICES INCORPORATED
Customer Experience Agent | 2025 - 2026
- Handled customer inquiries through phone, email, and chat channels while providing professional and timely support.
- Assisted customers with account concerns, billing inquiries, and service-related issues.
- Updated and maintained customer records accurately within company databases and CRM systems.
- Followed up on customer requests to ensure concerns were resolved effectively.
- Collaborated with team members to improve customer experience and service efficiency.
- Demonstrated strong communication, problem-solving, and multitasking abilities in a fast-paced environment.

SUTHERLAND GLOBAL SERVICES
CS-Phone Associate | 2021 – 2022
- Assisted customers with account concerns, billing questions, and service requests.
- Documented customer interactions accurately and maintained detailed records for future reference.
- Resolved customer issues by applying company policies and effective problem-solving skills.
- Maintained professionalism while handling challenging customer situations.
- Consistently met productivity and quality standards in a performance-driven environment.

TELEPERFORMANCE SE
Customer Service Representative | 2018 – 2019
- Managed inbound customer inquiries and provided accurate information regarding products and services.
- Guided customers through troubleshooting steps and issue resolution.
- Updated customer information and account details accurately within internal systems.
- Demonstrated strong multitasking skills while handling multiple customer concerns efficiently.
- Delivered excellent customer service while maintaining quality and compliance standards.