

Mary Grace Cupatan

Profession

 MAKATI CITY, METRO MANILA, 1212

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Experienced Collections Specialist. Eager to take on new role with long-term growth and advancement potential.

Enthusiastic CSR eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of Task.

Motivated to learn, grow and excel in BPO.

Reliable employee seeking CSR position. Offering excellent communication and good judgment.

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.



Skills

- Call center experience ●●●●●●
Excellent
- Goals and performance ●●●●●●
Excellent
- Collections ●●●●●●
Excellent
- Multitasking and Team Player ●●●●●●
Excellent
- Flexible and can easily adopt ●●●●●●
Excellent



Work History

2019-08 - 2021-06

● Collections Specialist

Probe Group Ph, Taguig, PH

- Negotiated to collect balance in full.
- Delivered exceptional customer service on all calls while maintaining calm and professional demeanor in challenging circumstances.
- Processed payments and applied to customer balances.
- Processed payments and contracts on accounts.

2018-07 - 2019-05

● Customer Service Representative

KMC MAG Solutions, Taguig, PH

- Responded to customer inquiries via phone, email, and web-based platforms.
- Maintained courteous, friendly atmosphere for guests to increase overall satisfaction and customer service standards.
- Answered customer questions about product availability and shipment times.
- Provided primary customer support to internal and external customers.

2018-07 - 2019-01

● Customer Service Representative(Project Based)

24/7 Customer Philippines, Taguig, PH

- Carried out day-day-day duties accurately and efficiently.
- Worked flexible hours; night, weekend, and holiday shifts.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Served customers in a friendly, efficient manner following outlined steps of service.
- Delivered exceptional level of service to each customer by listening to concerns and answering questions.

2016-08 - 2018-04

● Customer Service Representative

Alorica, Taguig, PH

- Managed computer-based platform with multiple applications, including transcription, multitasking, chatting and messaging to maintain effective communication with customers.
- Provided excellent customer service while following through on responsibilities to customers and recovering from any errors made.
- Delivered prompt service to prioritize customer needs.
- Responded proactively and positively to rapid change.
- Investigated and resolved customer inquiries and complaints quickly.
- Responded to customer requests, offering excellent support and tailored recommendations to address needs.
- Managed timely and effective replacement of damaged or missing products.



Education

2001-06 - 2005-04

● High School Graduate

Manoag National High School - Manoag Pangasinan