

Chelsea Kaye M. Mara

+63 933 467 5204

ckayemara@gmail.com

1563 Dawis, San Roque, Talisay City, Cebu, Philippines

A curious individual who intends on showing my capabilities and apply all that I've learned through knowledge and experiences. Willing to work with different individuals to produce an effective and productive environment.

EDUCATIONAL BACKGROUND

Master of Arts in Anthropology

University of San Carlos
Nasipit, Talamban, Cebu City

January 2020-Present

Bachelor of Fine Arts major in Painting

University of San Carlos
Nasipit, Talamban, Cebu City

December 2019

High School Diploma

Cebu Technological University- Argao Campus
Lamacan, Argao, Cebu

March 2011

PERSONAL SKILLS

- Highly organized and efficient
- Flexible and adaptable
- Creative thinker
- Dealing with stressful situations in a calm and professional manner
- Observant of minute details for deduction

WORK EXPERIENCE

Healthcare Insurance Customer Service Representative

Convergys, TGU Tower, I.T. Park, Lahug, Cebu City

June 6, 2017- November 15, 2017

- Ensuring customer satisfaction and assisting them with issues/concerns related to their healthcare insurance.
- Handling patients, referral sources, and administrative department inquires.
- Developing the knowledge of customer needs and trends to improve customer satisfaction and loyalty.

Emergency Medical Technician (Full-time)

Emergency Rescue Unit Foundation, Phil. Inc.

Cebu Medical Society Compound Gov. M. Cuenco Avenue Banilad, Cebu City

February 24, 2018 to August 11, 2019

- Provide Basic and Advance Life Support (Cardio-Pulmonary Resuscitation, Establish Intravenous Line, Intubation and Giving Emergency Drugs)
- Perform Spinal Immobilization and Splinting
- Respond to Emergency Cases (Stabbing/ Shooting Incidents, Vehicular Accidents, Drowning Incidents, Electrocution Incidents, Poisoning, Cardiac Arrest and Fire)

Customer Service Associate

Amazon Operations Services Philippines Inc.

Philam Life Center Cebu, Cebu Business Park, Barangay Luz, Cebu City

August 10, 2020- February 1, 2021

- Helps customer resolve their issues, concerns and queries.
- Adheres to quality standards and quality control in the processing of all customer orders.
- Providing information on additional products and services provided by the company.

HP ECT (Email and Chat Support Sales Agent)

Teletech

eBloc Tower 2, I.T. Park, Lahug, Cebu City

March 1, 2021- Present

- Answer customers inquiries and issues about their order.
- Process customers order via chat transaction.
- Ensure customer satisfaction not only through the products sold by the company as well as the services provided.

