

MARIELLE ROSE B. GUERRA

Zone 6, Brgy. Dulonan, Arevalo Iloilo City
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Seeking a position, which strong dedication to the total customer satisfaction and exceptional skills in information can be fully utilized.

EXPERIENCE

3 months+ Customer Service Representative/ Agent
 March 2022 to Present
 T-Mobile USA Account (TelCo): Answer inbound phone calls, doing a follow-up outbound calls, assist and resolve customer needs such reading bills, make a payment, update account information, purchase transactions, proper visual audit with the account to meet customer satisfactory level.
 IQOR Philippines-Iloilo Chapter

4 years Sept. 2020-Present: Digital Marketing Support (15months)
 January 2018 to Present
 (Full Time)
May 2019-Present: Internal Quality Auditor (2years and 7months)
 Appointed as one of the Internal Quality Auditor for AGSPI's quality management system as per ISO9001:2018. Conduct twice a year internal quality audits (every 6 months) in preparation for the external/surveillance audits every year.
2018-Present: Client Relations Officer (4years)
 Ensures outstanding customer satisfaction by maintaining strong working relationships and generate repeat business. Collaborating closely with internal teams to address customers' needs and to deliver products/services that meet or exceed the customer requirements through customer survey results.
Other Task: Office/Sales Admin Support (1-4years)
 Secures archiving and scanning of other legal, Top Management and HR documents to filing cabinets and Sharepoint site. Extracting data and monthly reports in Salesforce in preparation for the MBR and QBR call with the regional team.
 ATALIAN Global Services Philippines, Inc., OAC Bldg., San Miguel Ave., Ortigas Center Pasig City

1 year & 2 months [FRONT OFFICE DEPARTMENT]
 - **Front Office Associate**
 July (Sept.) 2016 to Sept. 2017
 Grand Xing Imperial Hotel, H. Montinola Corner Muelle Loney St., Iloilo City. (Trained at Iloilo Grand Hotel, Iznart St., Iloilo City Proper, Iloilo,)
 January to March 2016 (Intern)
 - Receptionist
 - F & B Department
 - Housekeeping Department
 - Kitchen Department
 Practicum (Internship), Hotel Del Rio, M.H. Del Pilar Street, Molo, Iloilo City

TRAININGS

September 2021 **Digital Marketing Workshop**, ATALIAN ASIA Regional Group via MS Teams
 August 13-14, 2020 **Quality Customer Relations**, TÜV Rheinland Philippines, Inc.
 2020, **Leadership Training**
 Provided by ATALIAN
ISO 14001-2015 Internal Auditor Environment Management System
ISO 14001-2018 Internal Auditor Occupational Health and Safety Management System
ISO 14001-2018 Internal Auditor Quality Management System
 2019 **ISO 9001-2015 Quality Management System Awareness**, TÜV Rheinland Philippines, Inc.
ISO 9001:2015 Quality Management System Documentation, TÜV Rheinland Philippines, Inc.
Introduction to Risk Management According to ISO 31000-2018, TÜV Rheinland Philippines, Inc.
Business Continuity Plan, ATALIAN Global Services Philippines, Inc.
Mandatory 8-hour OSH Seminar for General Industry, ATALIAN Global Services Philippines, Inc.

EDUCATION

April 05, 2016 Tertiary: John B. Lacson Foundation Maritime University
 M.H. del Pilar, Molo, Iloilo City
 Course: Bachelor of Science in Cruise Ship Management
 2012 Secondary: Ramon Avanceña National High School Arevalo, Iloilo City
 2008 Primary: I. Arroyo Elementary School
 Fundidor Molo, Iloilo City

PERSONAL DATA

Sex: Female
 Date of Birth: August 30, 1995
 Age: 26
 Birthplace: Iloilo City
 Civil Status: Single
 Religion: RC
 Citizenship: Filipino
 Height: 165cm
 Weight: 50kg

SKILLS

- MS Office Proficiency
- Artistic
- Positive attitude
- Highly motivated and ambitious
- Hardworking and willing to dedicate long hours for work

PROFESSIONAL REFERENCES

Ms. Jordanne Ulanday
 CRM Administrator, Newell Brands
 +639173121124

Ms. Jiezl Go
 HR Manager, ATALIAN PH
 +639178175707

Mr. Romeo Ubongen
 Operations Manager, ATALIAN PH
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