

MERYLL JAYNE D. YBANEZ

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Skype ID: ryllrock@gmail.com

Summary:

I studied Bachelor of Science in Nursing in Felipe Verallo Foundation College, with excellent background in computers especially in Microsoft Word, Microsoft PowerPoint, and Microsoft Outlook.

EDUCATIONAL BACKGROUND:

Tertiary:

April 29, 2009

Felipe Verallo Foundation College

Bachelor of Science in Nursing

Secondary:

1998 – 2002

Marie Ernestine Science High School

Primary:

1992 – 1998

Marie Ernestine School

WORKING EXPERIENCE:

UPWORK

Virtual Assistant

April 2021 – December 2021

JOB DESCRIPTION:

- data entry
- social media marketing
- answering inbound/outbound calls
- scheduling appointment
- chat support

Executive Boutique (graveyard shift)

Appointment Setter/ Lead Generation (HEALTH IQ LIFE INSURANCE campaign)

November 2018 – March 2021

JOB DESCRIPTION:

- provide support to a company's sales team by calling prospective clients and pre-qualify them
- scheduling appointments for them to speak with a salesperson
- working from scripts and lists of contacts to promote goods and services by telephone
- calling prospective clients using a list of phone numbers provided

Manulife Business Processing Services (graveyard shift)
Customer Service Professional (HEALTH AND DENTAL INSURANCE)
June 2016 – November 2018

JOB DESCRIPTION:

- resolve customer complaints via phone
- accepting documents to process health and dental claims
- providing excellent service to customers with information regarding basic eligibility, benefits and claims status

The Results Company (graveyard shift)
Customer Service Representative (SPRINT BILLING)
December 2015 – June 2016

JOB DESCRIPTION:

- responsible for managing various customer issues depending on account assignment; transactions can be related to billing, client inquiries and product support
- customer retention working with high risk customers by performing all aspects of customer service, including answering busy phone system, advising customers of special promotions, and providing detailed information for various products
- investigate and resolve customer complaints and resolve complaints quickly and patiently, including assistance of customers who may have received their orders late, have received the wrong order or have received faulty products
- assist with placement of orders, refunds, or exchanges
- cancel or upgrade accounts

Convergys (graveyard shift)
Technical Support Professional (VOIP VONAGE account)
October 2012 – June 2015

JOB DESCRIPTION:

- diagnose and resolve technical issues involving internet connectivity and VOIP
- gather customer's information and determine by evaluating and analyzing the issue
- provide technical support and product troubleshooting
- conducting research to obtain information useful in addressing customers issues
- upselling opportunities to facilitate sales of company products/services

PERSONAL INFORMATION:

Age: 35 y.o
Birthday: 12/17/1985
Status: Single
Sex: Female

SEMINARS & TRAININGS:

Philippine Red Cross Disaster Nursing Safety Institute
April 2010 – May 2010

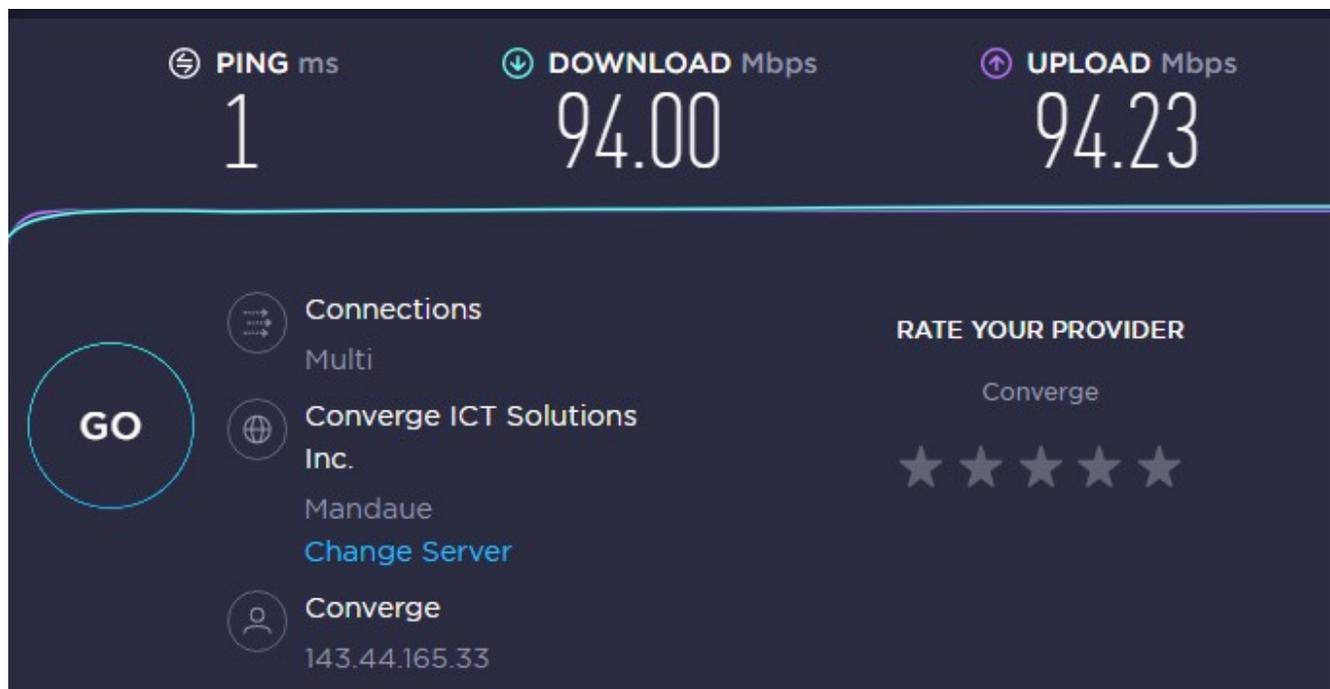
Excel Asia Cebu Call Center Training
July 2009

CHARACTER REFERENCE:

1. Juriah Grajo-Placencia
Executive Boutique
Team Leader
Mobile #: +639156672131

2. Carl Kevin Ledesma
Executive Boutique
Quality Analyst Manager
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3. Jowel Ricablanca
Manulife Business Processing Services
Team Leader
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TYPING TEST:

