

**Full name:** Rica Marish Acueza

**Contact number:** +639063704981

**Email Address:** acuezarics1@gmail.com

**Zoom:** acuezarics1@gmail.com

**Present address:** Sitio Magalolon Brgy. San Antonio Kalayaan Laguna

## **CAREER OBJECTIVES**

- To succeed in a place where growth and excellence are priorities that will help me be motivated to achieve work satisfaction, self-improvement, and organization goals.

## **SKILLS**

- Perform administrative duties
- Proficiently uses Microsoft application and internet
- Possessed above-average skills in the use of Microsoft Excel
- Has good communication skills with both spoken and written English.
- Has been a Technical Support Representative (TSR) agent for 2 years and 3 months, handling chat cases.
- Has been Technical Support Representative (TSR) agent for Social Media Escalation agent for 1 year and 7 months  
(Facebook, Instagram, Twitter, and Youtube)
- Has been TSR and Customer Service Representative (CSR) for Social Media for 10 months (Facebook, Messenger, and Twitter).
- Has been CSR for Chat, an Internet and mobile line provider for 1 yr.
- Been working as Customer Service Representative for Furniture account for 9 months

## now. **WORK EXPERIENCES**

September 2021 - June 2022 Loungelovers

Job description

- **Customer Service Representative (Inbound Call)- Australia Account**
  - Communicate with customers via phone and email
  - Assists with customers inquiries about the products and the company's policy
  - Assist customers with inquiries about orders, appointments, deliveries, and replacement concerns.

October 2019 to October 2020 Diversify Offshore Staffing Solutions

Job description

- **Customer Service - General Inquiries (Chat) - Singapore Account**
  - Communicate with customers via the chat Company website.

- Assist with general inquiries about broadband and mobile service.
- Assist with basic technical troubleshooting.
- Assists with customers inquiries about the products and the company's policy
- Assist customers with inquiries about orders, installations of the internet, appointments, deliveries, and replacement concerns.

September 2018 to August 2019 Intelenet-Teleperformance

Job description

- **Customer Service - Technical (Social Media) - Australia Account**

- Communicate with customers via social media platforms (Facebook, Messenger, and Twitter).
- Assist with general inquiries about broadband and mobile service.
- Assists with customers inquiries about the products and the company's policy
- Assist with technical troubleshooting.
- Assist customers with inquiries about orders, installations of internet, and replacement concerns.

December 2016 to July 2018 Harte-Hanks Manila Philippines, Inc

Job description

- **Technical Support Representative (Social Media Escalation) - USA Account**

- Communicates with customers via forums and social media platforms (Facebook, Twitter, Instagram, Amazon, eBay, and Youtube).
- Assists with technical troubleshooting with customer mobile devices
- Moderates and monitors various social media platforms for the prescribed account
- Assists with customer's inquiries about orders and replacements concerns
- Assists with customers inquiries about the products and the company's policy
- Coordinates and communicates directly with clients on daily productivity

September 2014 to December 2016 Harte-Hanks Manila Philippines, Inc

Job description

- **Technical Support Representative (Chat) Agent - USA Account**

- Communicates with customers via chat interaction
- Assists with technical troubleshooting with customer mobile devices
- Assists with customer's orders on the website
- Assists with customers inquiries about the products and the company's policy
- Assists with customers replacement concerns

## **EDUCATIONAL BACKGROUND**

Tertiary: De La Salle University - Dasmariñas Cavite  
 Bachelor's degree in Office Administration