



# LINDY PEARL P. MARCOS

## PERSONAL PROFILE

I am looking for an opportunity to grow and explore other options where I can build customer trust and loyalty.

## SKILLS & ABILITIES

- Motivated, well-disciplined individual
- Finds joy in assisting others
- Computer Literacy
- Knowledgeable in conversational English
- Team player
- Proficient in English Language
- Written and oral skills

## CONTACT INFORMATION

Home: (+63)912-555-1885

Cell: (+63)912-555-1885

[lindypearlmarcos@gmail.com](mailto:lindypearlmarcos@gmail.com)

136 Fortune Street, San Pedro, Candon City, Ilocos Sur 2710

## EMPLOYMENT HISTORY

### Project Coordinator

SMD Webtech (M) Sdn. Bhd. (September 23, 2021-July 4, 2022)

- Handles inquiries through tawk.to
- Communicates inquiries to the IT Director
- Edits websites through WordPress
- Handles some SEO works such as social bookmarking, article submission, etc.
- Participates and assists in meetings with IT Director and clients
- Supports the IT Director in editing documents such as preparation and editing of proposals
- Reports to Lead Digital Marketer regarding SEO activities (including off page SEO and Google Analytics Report)
- Checks the company websites for spelling errors, grammars, and punctuations

### Property Specialist

BellaVita Land Corp- Ayala Land (May 1- July 30, 2021)

- Personally handles clients' inquiries about projects via calls, texts, emails
- Handles presentation to interested clients
- Coordinates with management and logistics for sitevisitations and other payment options

### Account Manager

One Commerce (Int'l) Corp. (January 27 -October 30, 2020)

- Handles appointment settings with interested clients
- Answers inquiries via texts, calls, emails, and chats
- Monitored customer satisfaction in all company products and services
- Assisted in problem solving and brainstorming solutions to existing concerns
- Offers alternative options and/or products to customers

### Customer Service Representative

TaskUs (October 17, 2019- December 10, 2019)

- Handles blended account (emails, chats, calls) to an international account
- Assisted in problem-solving and offers alternatives to both customers and merchants
- Does upselling of products and services to subscribers
- Escalates difficult technical issues to technical team

## EDUCATIONAL HISTORY

### Saint Louis University

Bachelor of Arts in Communication, 2019

- Candon City Scholar, 2015- 2019
- Dean's Lister, 2015- 2018
- Internship at Easy Rock, Baguio, 2018



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- Member, Mass Communication Society, 2015- 2019
- DokyuBata Finalist, Young Adult Division ("Akabay" 2018)
- Philippine Media Congress Documentary Finalist ("Habag")
- Production Crew, RetroSTELA, 2019

## NICOSAT Colleges

Graduated in 2015

- Valedictorian
- The Highlights Managing Editor, 2014-2015
- Campus Journalist
- Leadership Awardee
- Managing Editor, The Highlights, 2014-2015
- 5th Placer Editorial Writing (Filipino), Regional Press Conference, 2014

## Calongbuyan Elementary School

Graduated in 2011

- Third Honors
- The Cone Writer, 2009-2011
- Leadership Awardee
- Campus Journalist
- Annak Ti Candon International, Inc. Awardee