Maria Sheila Paster Acero

Jomar's Tito's Apartment
Purok 9 Panday Paltok
Cayetano Avenue Palingon
Taguig City 1630
09396242895
rainbow03baby@gmail.com

WORK EXPERIENCE:

Startek Philippines Makati
69 SM Cyber One Bldg., Sen. Gil Puyat Ave.
Makati City
Customer Service Representative Tier 3
April 10, 2013 to January 07, 2018

247.ai Philippines Inc
Ground Floor 24/7 Plaza
106 Valero Street, Salcedo Village
Makati City
Customer Support
April 02, 2018 to April 09, 2021

TDCX Manila Philippines
21F Robinsons Cyberscape Gamma
Ruby Road Ortigas, 1605 Pasig City
Dedicated Support Ambassador for Airbnb
April 23, 2021 to September 29, 2022

EDUCATIONAL BACKGROUND:

HINAPLANAN ELEMENTARY SCHOOL
Hinaplanan Claveria Misamis Oriental 9004
1989 to 1995
Graduate

SKILLS

Handling voice accounts for US Telco. Billing, running Credit Checks and directly communicating with partner resellers in the United States.

Australian Telco handling billing, basic technical support and escalation.

Blended inbound, outbound, chat and email support for Airbnb Europe and USA.

AWARDS

Top Agent and Top Support for US and AU Telco

Promoted twice for a year with Airbnb

LANGUAGES

Neutral English
Vernacular (Filipino)
Native Filipino (BIsaya)

HINAPLANAN NATIONAL HIGH SCHOOL
Hinaplanan Claveria Misamis Oriental 9004
1995 to 1999
Graduate

CENTRAL MINDANAO UNIVERSITY
Musuan Maramag Bukidnon
1999 to 2001
Undergraduate

CHARACTER REFERENCES

Raine Penaranda
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Anne Glachel Vanguardia
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AXA Philippines
09255730928

Minette Mejorada
Mentor/Coach
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09771071814