

CONTACT

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OBJECTIVE

Customer service expert with 5 years' experience in call-center roles, including tech support, sales, and client care. Expertise in several pieces of client-care software and resolving conflicts. Seek to use my proven skills and positive attitude to effectively fill the management position in your firm.

EXPERIENCE

*September 2016 -
March 2018*

- **STORE REPRESENTATIVE**

Robinsons Retail Holdings Inc. (Ministop)

Customer Service / Experience

- Providing high quality and positive customer service experience both from direct customers and business clients.
- Provide solutions for customer feedback and complaints.

Inventory Management

- Daily inventory of stocks.

Sales

- Assigned to handle cash in and out and company daily sales.
- Suggest ways to improve sales.

Store Maintenance

- Maintain cleanliness of the store at all times.
- Product Handling
- Ensures that store products have sufficient stocks daily. Must be keen to handling pastry products.
- Follow company guidelines on food handling.

Supplies Monitoring

- Making sure store has sufficient supplies of packaging and office supply materials.
- Order Management

Assist in online ordering and booking courier

Admin Tasks

*April 2018 - July
2020*

- **Customer Service And Technical Support Associate**

Techmahindra Ltd (Telco Account)

- Identify and diagnose issues and problems
- Categorize and record reported queries and provide solutions
- Support problem identification
- Advise users on appropriate course of action

- Monitor issues from start to resolution
- Escalate, if needed, unresolved problems to a higher level of support
- Provide essential online security advice and support
- Managing one or more customer service or service desk functions.
- Acting as a point of contact to support service users and customers reporting issues, requesting information, access, or other services.
- Delivering customer service through multiple channels including human, digital, self-service, and automated.

*September 2022 -
March 2022*

- **Customer Service Representative (Retail Account)**

Concentrix

- Provide accurate information (e.g. product features, pricing and after-sales services)
- Conduct price and feature comparisons to facilitate purchasing
- Cross-sell products
- Inform customers about discounts and special offers
- Support customers by answering product and membership service questions
- Deal with customer feedback and general inquiries
- Give customers service information including product and membership details
- Process service and return transactions in alignment with company's 100% customer satisfaction guarantee
- Identify, investigate and deal with customer issues accordingly
- Support Retail Store Pick-Up (RSPU) by helping them with the receipt of goods from truck; and process customer pick-up
- Maintain customer hold area by keeping the area organized and removing items that are beyond the hold dates
- Process damaged goods in line with store policy
- Inform customers of repair options in case of damage to goods bought, and complete repair processing
- Follow disposal guidelines and document retention.

May 2022 - Feb 2023

- **Customer Service Representative**

Sitel (Insurance Account)

- Learning and understanding company insurance products.
- Accessing customer accounts and policy schedules.
- Providing customers with detailed information about policies and products.
- Forwarding customers to sales agents when a policy needs to be initiated or upgraded.
- Creating complaint reports.
- Managing the customer complaint database.
- Answer incoming call center questions about insurance policies and insurance

coverage issues, as well as consumer complaints and general inquiries

- Demonstrate accuracy in processing client policy modifications based on the data given
- Verify new customers coverage and present policyholders with proof of insurance paperwork
- Keep track of all customer inquiries and follow up to verify that all questions are answered regarding customer policies
- Stay up-to-date on new marketing efforts to answer insurance product inquiries utilizing all the resources available
- Handle complaints, present appropriate solutions, and alternatives within the timeframes set, and follow up to ensure that the issue has been resolved

EDUCATION

2008-2012

- **Highschool**
Casimiro A. Ynares Sr. Memorial National Highschool

2002-2008

- **Elementary**
Muzon Elementary School

SKILLS

- Communication
- Flexibility
- Time Management
- Collaboration/Team Work
- Customer Service
- Interpersonal Skills
- Problem Solving
- Data Analysis
- Critical Thinking
- Project Management
- Technical Skills
- Computer Skills
- Microsoft Skills
- Counselling and Nurturing
- Protecting and Enforcing
- Serving Others
- Cooking, Preparing and Serving
- Tending to dailing needs
- Handling Goods and Materials

