

RHENERIZA MARQUEZ

Financial Service Manager

Team-player and dependable customer service representative with 10+ years of experience in different field supports providing quality customer service and building strong working relationships. Graduated from Cebu Normal University with a degree in Communications. Seeking a position that will enable me to utilize my strong organizational skills, educational background, experience and to excel in my field through hard work and perseverance.

 (+63) 9683477881

 2387 Inayagan, City of Naga
Cebu Philippines 6037

 reese.travelogue@gmail.com

Professional Experience

2018 – present

Financial Service Manager

Accenture, Robinson's Cybergate Cebu Philippines

- Manage client's financial health status and check what contributes the large aged debt.
- Provide reports on ticket status or updates.
- Coordinate with other department to determine the right solution and collaborate with internal POCs to get a resolution accounts and tickets
- Provide updates to clients on the handled accounts and its associated tickets over the phone.

2016 – 2017

Customer Service Representative

Executive Boutique, IT Park Lahug Cebu Philippines

- Make outbound call to verify customer records and make sure it matches client data.
- Receive inbound calls and answer customer inquiries.
- Send email for request and/or answer customer inquiries.

2006 – 2013

Customer Service Rep. / Technical Support Representative

Convergys, IT Park Lahug Cebu Philippines

- Answer incoming calls and troubleshoot customer technical problems with customer software, hardware and telephone lines.
- Create ticket for technical dispatch for problems that needs further troubleshooting on site.
- Processes orders, prepares correspondence, and fulfills needs of existing customers that are at risk of cancelling services or orders.
- Addresses complaints with the goal of increasing satisfaction and securing renewals or saves.

Education

Bachelor of Arts in Communication

2015–2019

Cebu Normal University, Cebu
City, Philippines
June 2001 – March 2005

Key Skills

Customer service



Computer Literate



Team Work



Problem Solving



Additional Skills

Product knowledge

Attention to detail

Data-oriented

Friendly and communicative

Management