



MARY JOY B. CABILLETE

Dedicated individual with experience in achieving tangible results and cross-team collaboration. Proactive and excited to partner with like-minded individuals to achieve goals.

+ +63 9260060772

mj.cabillete@gmail.com

CBBC Compound, Bakyas,
Mansiligan, Bacolod City,
Negros Occidental PH 6100

EDUCATION

**Bachelor of Science in
Commerce
major in Management**

**CENTRAL PHILIPPINE UNIVERSITY
ILOILO CITY PH**

2001-2005

EXPERTISE

Customer assistance

Credit and cash transaction

Cash drawer balancing

Transaction reconciliation

Bookkeeping

LANGUAGE

English

Filipino

Experience

CASHIER/BOOKKEEPER

CONVENTION BAPTIST BIBLE COLLEGE, Bacolod City
July 2013-present

·Cashiering and bookkeeping. Confirmed correctness of names, dates, information and facts before inputting data. Processed payments following school regulations, financial policies and procedures. Prepared financial reports. Prepared documents such as accounts receivable, statement of accounts and bank deposits. Performed filing, data entry and record keeping of students' files. Disbursed payments from petty cash. Processed payments by cash or cheque to complete transactions. Prepared cash deposits. Issued official receipts. Encoded data of students' financial information and accounts.

CUSTOMER SUPPORT ASSOCIATE

REGISTRY OF DEEDS, Roxas City, Capiz PH
February 2010-March 2023

·Assisted the customer how to use the new computerization system. Addressed customer service inquires quickly and accurately. Supported customer satisfaction, addressing escalated complaints with diplomacy and acknowledgment. Resolved customer queries over phone and by email. Built rapport with customers through courteous and professional communications. Provided friendly, attentive service by promptly responding to customer inquiries. Handled complaints calmly and professionally, providing appropriate solutions to promote continued customer satisfaction. Trained and mentored customer how to use the new system. Followed up on customer issues, reaching out to verify satisfaction beyond initial communication.

CUSTOMER SUPPORT ASSOCIATE TRAINEE

LAND REGISTRATION AUTHORITY, Quezon City, Metro Manila
January 2010-February 2010

Trained for a month-long study of the Land Titling Computerization Project of the Philippine Government. Trained how to handle customers and their satisfaction. Trained how to process land registration or titling in the new system. Trained how to assist the customers using the new land registration system.

CUSTOMER SERVICE REPRESENTATIVE

TELETECH, INC. -ILOILO DELIVERY CENTER, Iloilo City

January 2008–June 2009

·Handled T-Mobile USA customer account inquiries and concerns. Processed and issued product orders and service upgrades for customers. Built rapport with customers through courteous and professional communications. Served as point of escalation for complex customer issues, capturing timely resolution to drive client retention. Oversaw customer account inquiries, accurately providing information to resolve service complaints and guarantee customer satisfaction. Assisted customers with product-related questions, feedback and complaints. Maximised customer satisfaction by resolving service issues promptly. Performed well at quality assurance evaluations by continuously actioning performance feedback to drive personal improvement. Employed knowledge of latest company policies, escalating critical issues and monitoring queries in line with best practices. Established warm and friendly rapport whilst interacting with customers by phone. Handled confidential and sensitive data with discretion, reducing risk of fraud and theft.

ACCOUNTS OFFICER

LDC Refrigeration & Airconditioning, Inc., Iloilo City

July 2005 - August 2007

·Prepared reports and financial statements to assist management in strategic planning and decision making. Processed bank transactions such as deposits and withdrawals. Kept accounting spreadsheets up to date with customer information, payments and other finances for organisational purposes. Issued receipts and prepared deposit slips. Promptly and periodically followed up on unpaid invoices by calling accounts to request payment. Documented account information in company database

On-The-Job Trainee

Iloilo City Registry of Deeds, Iloilo City

October 2004- March 2005

·Cataloguing land titles, encoding registry files and learning the land registration process.