

IVY MARQUEZ

+639764163060

General Trias, Cavite PH, 4107

ivymarquez0210@gmail.com

SUMMARY

Detail-oriented machine operator with hands-on experience in customer service, effective multi-tasker, computer proficiency, retrieval, and presentation. Well-versed in modern data recording procedures, records management, and data sorting techniques. A hardworking, professional, and outgoing individual with excellent customer service, problem-solving, and the ability to prioritize work, multitask, and manage time efficiently.

PROFESSIONAL SKILLS

- Customer Service
- Computer Proficiency
- Motivated and well-disciplined towards work
- Effective Multi-tasker
- Operational Protocols
- Adaptability

WORK EXPERIENCE

Customer Service Representative

May 2023 - Present

Iqor for T-Mobile

Dasmariñas, Cavite, PH

- Responded to customer inquiries in a timely and professional manner
- Processed customer service transactions in a timely manner
- Utilized problem-solving skills to quickly resolve customer issues
- Developed customer service strategies to improve customer satisfaction
- Assisted customers with billing and account inquiries
- Worked with customers in past due status to negotiate solutions that enabled uninterrupted service
- Delivered exceptional customer service by addressing customer concerns, demonstrating empathy, and resolving problems on the spot

Customer Representative (Remote)

Jan 2023 - Apr 2023

AZ Telesolutions

Manila, PH

- Followed up with customers to ensure satisfaction with services
- Educated customers on product features and benefits
- Scheduled customer appointments and organized customer events
- Upsold additional products and services to meet customer needs
- Processed customer orders and provided product information

Verification Specialist (Remote)

Apr 2022 - Nov 2022

Taylorred Legacy

Chowchilla, CA

- Utilized CRM systems to track and manage customer information
- Developed and presented proposals to clients
- Verified insurance eligibility for clients in a timely manner
- Direct clients to licensed agents

Medical Receptionist (Remote)

Sep 2021 - Mar 2022

Concierge Elite

Chicago, IL

- Managed incoming and outgoing correspondence
- Communicated effectively with patients, healthcare providers, and other staff members
- Ensured HIPAA compliance in all aspects of patient care
- Assisted with patient scheduling, registration, and check-in procedures
- Answered incoming calls, responding to inquiries and directing calls to the appropriate personnel
- Scheduled and confirmed patient appointments

Customer Associate

Dec 2020 - Mar 2021

Concentrix

Muntinlupa City, PH

- Provided product information and advice to customers
- Assisted customers in navigating the company website and placing orders online, troubleshooting any technical issues
- Processed customer orders, returns, and refunds
- Resolved customer inquiries and complaints in a professional and timely manner

Machine Operator

Jun 2016 - Apr 2019

NXP Semiconductors

Kaohsiung City, Taiwan

- Inspected and monitored machine operations to detect malfunctions and to ensure conformance to specifications
- Performed daily checks to ensure machines were in proper working order
- Adhered to all safety regulations and standards
- Recorded production data and maintained accurate records
- Adjusted machine settings to complete tasks accurately
- Followed safety regulations when operating machines
- Operated machines in accordance with safety protocols
- Loaded and unloaded parts into machines and removed finished products
- Cleaned and maintained machines and work areas
- Provided training and guidance to new employees
- Collaborated with team members to improve efficiency
- Tracked and complied with documentation of machining processes and results when necessary

Inspector**May 2014 - May 2015***ROHM Electronics Phils. Inc.**Cavite, PH*

- Used visual inspection methods to identify and address defects in products
- Inspected products for any defects or flaws
- Reported any discrepancies or issues to management
- Followed all safety standards and best practices when performing inspections and tests
- Identified and documented any defects, and testing results in products and communicated them to supervisors

Office Staff**Oct 2013 - Mar 2014***System Powermarks Corp.**Cavite, PH*

- Assisted with administrative tasks, such as data entry and filing
- Handled incoming and outgoing mail
- Assisted with daily administrative requests for engineers, supervisors, and first-level managers.
- Responsible for completing special projects, as assigned by the engineers and supervisors.
- Established, maintained, and followed up on timely updates, distribution, and submission with respect to reviewing correspondence, reports, and other documents

Billing Staff**Jun 2012 - Jun 2011***Asia Medic Family Hospital & Medical Center**Cavite, PH*

- Updated customer information in the billing system
- Responded to customer inquiries in a timely and professional manner
- Performed data entry and other clerical duties as needed
- Processed invoices and statements for customers
- Maintained customer accounts and records in an organized and up-to-date manner
- Collaborated with other departments to ensure accurate billing

EDUCATION**Bachelor of Science in Computer Science****Mar 2012***EARIST CAVITE CAMPUS, Cavite, PH*