

MARIA ELIZA D. ANDOL

mariaelizaandol@gmail.com | +639959627434 | Cebu City, Philippines

PROFESSIONAL SUMMARY

Experienced and versatile professional with a diverse background in customer service, cashiering, and administrative support roles. With a proven track record as a Customer Experience Specialist, SME, and Resolution 1 & 2 Tier Support Ambassador, I excel in providing top-notch customer support and resolving inquiries efficiently. My experience as a Customer Support Associate and Professional Service Representative has equipped me with strong interpersonal skills and a deep understanding of customer needs, allowing me to deliver exceptional service at all levels. Additionally, my background as an Internal Auditor, Administrative Assistant, and Cashier demonstrates my attention to detail, organizational prowess, and ability to manage various responsibilities effectively. As a Purchaser and Office & Admin Assistant, I have honed my procurement and administrative skills, ensuring smooth operations and compliance with protocols. With a commitment to excellence and a passion for delivering outstanding customer service, I am eager to contribute my diverse skill set to a dynamic team environment.

SKILLS AND ABILITIES

- Products/Services Knowledge
- Team Player
- Computer Proficiency
- Data Management
- Cash Handling
- Attention To Detail
- Customer Service
- Pos Operation
- Time Management

WORK EXPERIENCE

TDCX Philippines Inc. | Philippines 2019 - Present

Position: Customer Experience Specialist / SME / Resolution 1 & 2 Tier Support Ambassador

- Delivered friendly and efficient service to our client's travel community, ensuring customer satisfaction.
- Acted as the initial point of contact, swiftly addressing and resolving customer complaints.
- Handled inbound phone calls professionally, including urgent situations, and resolved issues promptly.
- Appropriately identified and escalated issues to guarantee timely resolution and customer contentment.
- Crafted accurate and considerate responses to customer emails, showcasing strong written communication skills.
- Utilized available resources to conduct research and troubleshoot problems, providing effective solutions to customers.

Convergys Philippines Inc. | Philippines 2014 - 2019

Position: Customer Support Associate

- Fielded incoming calls from customers located in the United States of America, specifically Comcast customers, addressing their inquiries and issues promptly.

- Managed the activation process for Internet, Phone, and Cable services, as well as Cable Card Activation, ensuring smooth setup for customers.
- Provided troubleshooting support for technical issues, swiftly resolving any concerns to maintain customer satisfaction.

OEP Philippines INC. | Philippines

2011 - 2014

Position: Professional Service Representative

- Successfully achieved sales objectives by influencing the prescribing habits of target customers, resulting in increased sales.
- Strategically planned and ensured consistent achievement of assigned territory sales targets within various Sales Cycles, including monthly, quarterly, year-to-date, and annually.
- Continuously selected and classified doctors based on their prescription output and potential, ensuring targeted calls with the appropriate frequency and message to maximize sales.
- Organized and conducted activities based on the Plan of Action (POA), effectively utilizing resources to drive sales initiatives.

Imperial Appliance Plaza | Philippines

2006 - 2009

Position: Internal Auditor / Administrative Assistant / Cashier

- Conducted visits to all store branches across the Philippines, performing spot checks on cash/refunds and vaults to ensure their integrity and completeness.
- Provided independent assurance that the organization's risk management, governance, and internal control processes were operating effectively, typically reporting to the board of directors, board of trustees, accounting officer, or audit committee.
- Completed the full audit cycle, including risk management and control management, to assess operations' effectiveness, financial reliability, and compliance with directives and regulations (Check-in Balance).

Notre Dame Of Hospital And School Of Midwifery | Philippines

2003 - 2004

Position: Purchaser / Office & Admin Assistant

- Checked the inventory of medicines, medical supplies, and all other supplies required in the hospital, ensuring accuracy and completeness.
- Ensured that all necessary supplies were intact and available whenever needed, maintaining optimal levels of inventory.
- Obtained purchased items by submitting orders to suppliers, monitored and expedited orders to ensure timely delivery.
- Verified receipt of items by comparing items received to items ordered and resolved any discrepancies with suppliers.
- Authorized payment for purchases by forwarding receiving documentation, ensuring timely and accurate payment processing.

EDUCATION

Notre Dame University | Philippines

1999 - 2003

Bachelor Of Science In Business Administration Major In Management