

MAUREEN MATEL SACDALAN

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PROFESSIONAL SUMMARY

Versatile and results-driven professional with a proven track record in various customer service and operations roles, including Advisor I, Customer Service Care, Customer Service Representative, Process Associate, Supervisor, and Assistant Store Manager. Possesses a wealth of experience in delivering exceptional service, resolving complex issues, and optimizing operational efficiency. Adept at leading teams, implementing process improvements, and consistently exceeding performance metrics. Seeking a dynamic role where my diverse skill set and leadership experience can contribute to the success of your organization.

SKILLS AND ABILITIES

- Customer Service
- Technical Proficiency
- Attention to Detail
- Time Management
- Communication Skills
- Problem-Solving
- Sales and Marketing
- Organizational Skills
- Critical Thinking
- Teamwork
- Process Improvement
- Financial Acumen
- Flexibility
- Multitasking
- Adaptability

WORK EXPERIENCE

Concentrix CVG | Pampanga, Philippines 2023

Position: Advisor I / Customer Service (Operations)

- Assisted in fraud analysis to identify and address customer accounts affected by fraud.
- Provided support to customers in cases of fraud, addressing issues related to their accounts.
- Filed necessary actions and documentation to rectify fraudulent activities on customer accounts.

TeleTech SM Pampanga | Philippines 2023

Position: Customer Service Care

- Assisted customers with their mobile accounts.
- Resolved customer queries and issues related to mobile accounts.
- Provided technical support for mobile account-related issues.
- Guided customers through account setup and configuration processes.

Support Ninja Clark Pampanga | Philippines 2022 - 2023

Position: Customer Service Representative

- Assisted customers in resolving financial inquiries through email and chat.
- Provided updates to customers regarding upcoming promotions and addressed their concerns.
- Filed disputes on behalf of customers to address and resolve issues.
- Updated customer profiles to ensure accurate and current information.

Genpact LLC | Bataan, Philippines 2018 - 2022

Position: Process Associate

- Provided phone assistance to customers inquiring about their accounts.

- Updated customer profiles to maintain accurate and current information.
- Filed disputes to address and resolve customer concerns.
- Conducted basic troubleshooting for online banking issues.
- Assisted customers in transferring funds between accounts.

PTT Orani Branch | Bataan, Philippines

2016 - 2017

Position: Supervisor

- Enforced guidelines and rules for team members.
- Managed inventory and conducted calibration for petroleum products.
- Processed incoming orders efficiently.
- Engaged in marketing and cashier responsibilities.
- Troubleshot Fanuc machines to ensure smooth operations.
- Maintained detailed activity logs.

Mini Stop- Sermann and Jhun-ryll Ventures | Bataan, Philippines

2010 - 2011

Position: Assistant Store Manager

- Supported the Store Manager in day-to-day tasks.
- Enforced rules and regulations to maintain order among subordinates.
- Oversaw the procurement and receipt of orders.
- Managed inventory and participated in marketing initiatives.
- Prepared end-of-day reports summarizing daily operations.

TRAININGS AND CERTIFICATIONS

- Training for Work Scholarship Program: Housekeeping NC II (141 Hours), 2016
- Training for Work Scholarship: Bread and Pastry NC II (141 Hours), 2015

EDUCATION

Columban College | Olongapo City, Philippines

1997 - 1998

BS Management