



MACH ERICK BELARMINO

About Me

Seeking to leverage my customer support and relationship skills to contribute to a dynamic team. Passionate about customer satisfaction, I am eager to embrace new challenges and propel growth in the role I am pursuing



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Philippines 8000

LANGUAGE

- English
- Filipino
- Visayan

EXPERTISE

- Customer Service
- Customer Relationship Management (CRM)
- Salesforce Navigation
- Lead Generation
- Communication
- Intrinsic Motivation
- Administrative Skills
- Differentiated Instruction

EXPERIENCE

Salary.com 2022-2024

Customer Success Specialist 2022 - 2024

Responsible for handling the customer launch lifecycle. Focuses on Onboarding, Training and Education, Relationship Management and Renewals and Upsells. Send customer the product credentials, guides, product roadmaps, and any FAQs.

Personal Assistant (INTERNATIONAL GRAPHIC ARTIST) (2016-2022)

Work as virtual personal assistant to a client. Do payments transactions, Find clients abroad for possible projects and create outputs/artworks to our clients.

EDUCATION

University of Mindanao

Bachelor of Secondary Education Major in Biological Science
2013-2018

Holy Cross College of Calinan

2008 - 2012

SKILLS SUMMARY

CRM  90%

Customer Service  85%