

## **Maricel U. Santos-Manaligod**

Blk 2 Lot 6 Gerona St. Vista Verde  
Executive Village, Cainta Rizal. 1900  
Viber 0977-4175716  
Cellphone No. 0947-2930238



### **OBJECTIVE**

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To acquire a position in an effective organization that would enable me to utilize my management skills, interpersonal skills, and knowledge, to help me develop a successful career path in the field I chose.

### **PESONAL DETAILS**

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Nick name	:	<b>Arcel</b>
Age	:	<b>37 yrs. old</b>
Date of birth	:	<b>January 10, 1987</b>
Birth place	:	<b>Quezon City</b>
Civil Status	:	<b>Married</b>
Height	:	<b>5'7</b>
Weight	:	<b>130 lbs.</b>
Citizenship	:	<b>Filipino</b>
Religion	:	<b>Catholic</b>
Province	:	<b>Cagayan Valley</b>

### **SKILLS**

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- Computer Literate,
- Driving

### **EDUCATIONAL ATTAINMENT**

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Tertiary:	<b>Pamantasan Lungsod ng Marikina</b> Bachelor of Science in Hotel and Restaurant Management Management, October 2008
Secondary:	<b>National Christian Life College</b> Year 2004
Primary:	<b>Maranatha Christian Academy</b> Year 2001

## WORK EXPERIENCE

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**Position:** Service Manager  
**Duration:** August 4 2016 - Present  
**Company:** Agrani Motors Inc  
**Department:** Parts and Service  
**Brand:** TATA, Dongfeng & KIA  
**Location:** Celilu Cmpd., Km 17 Ortigas Ave. Extension  
Brgy, Sto.Domingo, Cainta Rizal

### Position Responsibilities

- Build and maintain a positive work environment that fosters customer service excellence. Collaborate with the Customer Service Manager to develop annual performance feedback and career development plans for Customer Service Representatives. Effectively communicate continuous improvement initiatives. Be receptive to performance feedback/continuously seek to improve your skills. Perform other duties as assigned
- Know how to handle customers complain
- Basic knowledge of how customer satisfied
- Great knowledge of how to perform PMS Checkup

**Position:** Assistant Service Manager  
**Duration:** November 1, 2013- March 2015  
**Company:** ETNA Motors Inc.  
**Department:** Parts and Service  
**Location:** LM Building, Marcos Highway, Brgy. Dela Paz, Pasig City

### Position Responsibilities

- Build and maintain a positive work environment that fosters customer service excellence. Collaborate with the Customer Service Manager to develop annual performance feedback and career development plans for Customer Service Representatives. Effectively communicate continuous improvement initiatives. Be receptive to performance feedback/continuously seek to improve your own skills. Perform other duties as assigned
- Know how to handle customers complain
- Basic knowledge of how-to customer satisfies
- Great knowledge of how to perform PMS Checkups

**Position:** Dealership Customer Relation Officer  
**Duration:** March 26, 2012- May 2012  
**Company:** MATTERHORN INC.  
**Department:** Parts and Service  
**Location:** Quezon Avenue, Quezon City, Metro Manila

### **Customer Service Representative Job Duties:**

- Attracts potential customers by answering product and service questions; suggesting information about other products and services.
- Opens customer accounts by recording account information.
- Maintains customer records by updating account information.
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Maintains financial accounts by processing customer adjustments.
- Recommends potential products or services to management by collecting customer information and analyzing customer needs.
- Prepares product or service reports by collecting and analyzing customer information.
- Contributes to team effort by accomplishing related results as needed.

**Skills/Qualifications:** Customer Service, Product Knowledge, Quality Focus, Problem Solving, Market Knowledge, Documentation Skills, Listening, Phone Skills, Resolving Conflict, Analyzing Information, Multi-tasking

**Position:** Sr. Customer Relations Officer  
**Duration:** October 2008 – March 24, 2012  
**Company:** WHEELS, INC.  
**Department:** Service  
**Location:** 222 E. Rodriguez Sr. Ave Quezon City

### **Position Responsibilities**

- Meeting and greeting customers
- Managing technician workflow
- Recommending services to customers
- Ordering parts and inventory
- Keeping customers updated on the status of their vehicles' repairs
- Managing and tracking lead counts as well as customer satisfaction ratings
- Generating and closing sales
- Deliver a high level of customer service and quality control over all aspect of the center's business, operations, and work product.

**Position:** Receptionist  
**Duration:** October 22 2005 – April 22, 2006  
**Company:** Fitness First  
**Location:** Robinson Metro East

- Meeting and greeting clients and staff
- Answering and directing phone calls
- Organizing incoming and outgoing mail
- File management in regards to office emails
- Maintain cleanliness of the area
- Maintain office consumables
- Uploading documents to File Share for staff
- Printing, binding and collation of reports

**Position:** Counter / Smart  
**Duration:** April 03, 2005 – October 03, 2005  
**Company:** Jollibee Food Corporation  
**Location:** Robinson Metro East

- As a service crew in Jollibee....you must always be jolly, attentive, and fast...you must ensure that the customers are satisfied with your service. provide effective and exceptional service to customers, and of course, you must always maintain your station clean and organized according to Jollibee standards

## **SEMINAR ATTEND**

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<b>Basic Leadership Training</b> Red Cross of the Philippines	September 15 – 17, 2002
<b>Bartending, Wine Mixing, Cooking, Baking Table Presentation</b> Marikina Hotel, Marikina City	February, 2006
<b>Service Etiquette &amp; Customer Relation</b> Suzuki Auto, E. Rodriguez	March 30 – 31, 2009
<b>Suzuki Auto-Moto Mega Camp</b> Suzuki Auto Philippines	Dec 15 to 18, 2011
<b>DCRC Operation Training</b> Ford Group of the Phil's.	June 28 to 29, 2012
<b>Service Advisor</b> Ford Group of the Phil's.	July 5 to 6, 2012

<b>Service Mileage Training</b> Ford Group of the Phil's.	July 16 to 19, 2012
<b>PCO Training</b> Laguna Lake Development Authority	May 17 to 19 2017
<b>FIRE AND EARTHQUAKE DRILL</b> Bureau of Fire Protection	July 14, 2017
<b>PIONEER INSURANCE (Non-Life)</b> Licensure Training Program	April 26 to 27 2018
<b>KIA MOTORS PHILS.</b> KSMP Expert	April 09, 2022

## **CHARACTER REFERENCE**

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**Mr. Philip N. Fajardo**  
Technical Engineer  
09174642013

**Mr. Rafael Abdon**  
Agrani Motors Inc (TATA MOTORS Cainta)  
Branch Manager  
09178097902