

Marie Graziel Francisco

Order Management Specialist /
Customer Service Representative



Work Experience

Specialist II Order Management

Emerson Electric (Asia), Ltd - ROHQ, a global firm that designs and manufactures products and delivers services that bring technology and engineering together to provide solutions for customers in a range of industrial, commercial and consumer markets around the world. (May 2023-Present)

- Enters Data/Order/Items into Business System
- *Generates/Send Customer Order Acknowledgement*
- *Requests for Credit notes for product returns; incorrect billing/charges; data-entry errors*
- Checks for Completeness of Commercial Requirements for Tier 0 Orders.
- Notifies Customer of Promise Delivery Date and Provides Shipment Confirmation to Customers
- Handles Date Management (Enters and Adjusts Scheduled Dates, Promised Dates and Request Dates and communicate changes as needed)
- Verifies New Customer accounts and works with Customer Vendor Data Hub team for creation of accounts in the business systems.
- Escalates/Resolve commercial inquiries to factory /Escalates/Resolves pricing issues to appropriate support group
- Handles Order Escalations (process & system related escalations)

Inside Sales Representative

Nidec Motor Philippine Corporation, Japanese manufacturer and distributor of electric motors. Their products are found in hard-disk drives, electric appliances, automobiles and commercial and manufacturing equipment.

September 2017 to May 2022 (4 years, 8 months)

- *Provide accurate, valid and complete information by using right methods and tools.*
- *Manage incoming and outbound calls.*
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits: make a follow up to ensure resolution.
- Order processing.
- Keep records of customer interaction, process customer accounts.

LinkedIn Profile:

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+639166475591

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Website:

<https://mariegraziel.wordpress.com/>

Relevant Skills

- Customer Service Skills
- Oracle E-Business
- JD Edwards System
- CRM
- Gold Appraising
- MS Office
- Google Products
- Canva

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Work Experience

Data Analyst/ Encoder

Frabelle Corporation, is engaged in the business of manufacturing, processing and trading of goods such as frozen foods, seafood, meat, vegetables on wholesale and retail basis.

September 2014 to April 2017 (2 years, 7 months)

- Encode inventory to Excel.
- Receive and check inventory forms
- *Analyze inventory reports.*
- Prepare adhoc reports
 - Project Activity Monitoring.
 - Checklist Summary.
- Personnel Requisition Form

Business & Client Relation III (Vault Custodian/Cashier)

Pj Lhuillier, is a dynamic, multi-industry company that owns and operates businesses dealing with financial services such as pawning, remittance, micro insurance, micro savings, and business to business micro loan solutions.

November 2011 to March 2014 (2 years, 4 months)

- *In-charge in inventories of the jewelries*
- Process Remittances.
- *Appraise Gold Jewelries.*
- In-charge in the cashier.

Receptionist/Cashier

Let's Face It Salon, is a one-stop facial salon that offers professional beauty that is within easy reach.

August 2009 to September 2011 (1 year, 1 month)

- *Assist walk in customers.*
- Assist phone inquiries.
- *Assess customer skin type and advise appropriate treatment.*
- Monitor cash flow.
- Prepare Income Statement daily.

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Training / Seminar

- Stress Management
- Service Mileage by Guthrie Jensen
- Gold Appraising Workshop
- Business Excellence Communication English Training
- Virtual Assistant Training Philippines - Virtual Assistant/Social Media Marketing
- Free Webinar on How to Start Working from Home - Filipina Home-based Moms

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Education History

**Bachelor of Science in Business Administration,
Major in Management**
City of Malabon University
SY : 2005-2009

Secondary Education
San Roque National High School
SY : 2005-2009

Primary Education
San Roque National Elementary School
SY : 1995 -2001

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