



MARY JOYCE GUILLERMO

Customer Service Representative

Confident and energetic Customer service representative passionate about serving customers. Thrives in a challenging and fast-paced environment. Able to interact freely with customers and resolve issues quickly. Now looking for a rewarding position where I can serve customers and increase customer retention.'

CONTACT

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📍 Taytay, Rizal

SKILLS

- Communication Skills
- Problem-Solving Skills
- Adaptability
- Strong Time Management.
- Organization Skills
- Good empathy and patience
- Data Entry
- Computer Literate
- Project management
- Social Media Marketing

TOOLS

- Google Workspace (Gmail, Drive, Calendar, Meet, Docs, Sheets)
- Microsoft 365
- Canva
- Freshdesk
- Livechat
- Facebook Meta
- Telegram
- Zoom
- Grammarly
- Adobe Photoshop

WORK EXPERIENCE

ONLINE CUSTOMER SERVICE ASSISTANT (NON-VOICE)

Gold99 Entertainment City | January 2022- Present

- Handling incoming customer queries and complaints, thru Live chat, telegram, Freshdesk to provide appropriate solutions and alternatives within the time limits, and follow up to ensure resolution.
- Maintaining an accurate Customer Relationship Management (CRM) database by entering and updating client information.
- Create and publish social media posts. and Respond to and engage with user comments and messages.

CUSTOMER SERVICE REPRESENTATIVE (BLENDED)

SBT Philippines, Inc | July 2019 - December 2021

- Respond to customer inquiries and provide strategic support for their concern
- Effectively resolves customer concerns and issues
- Follows guidelines and ensure adherence to policies as set by the company
- Informs customers about other available services based on customer needs
- Completes, processes, and maintains records and other necessary documentation
- Dutifully follows escalation protocols as needed

EDUCATION

University of Rizal System

- BS Information Technology (2015-2019)