



Ma. Clareza Abendaño

OBJECTIVE

I'm an Associate in Computer Secretarial Degree holder and undergraduate of Bachelor of Science in Psychology, I have a full range of Microsoft office skills, appropriate in clerical position, customer service, email management and Facebook advertising.

Contact

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Brgy.128 Rodriguez st. Balut
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Education

2019 - 2022

**Bachelor of Science in
Psychology - undergraduate**

Bestlink College of the Philippines

2015-2017

**Associate in Computer
Secretarial**

Muntinlupa City Technical Institute

Skills

- Secretarial
- Bookkeeping
- Advertising
- Social Media Management
- Customer service
- Communication Skills

Language

- FILIPINO
- ENGLISH

Experience

ePERFORMAX BPo / DIOSDADO

MACAPAGAL BLVD PASAY

SEPT 22, 2022 -JAN 11, 2023

CUSTOMER SERVICE REPRESENTATIVE

- Answering inbound client phone calls
- Gathering customer information name, address for delivery
- Provide store address for carrying out orders
- Taking orders, placing orders, and provide order number
- Give an estimated time for delivery and an exact time when the order will be ready for carry out orders.
- Readback to ensure that the orders are correct.
- Tracking orders.

HARRO COMMUNICATIONS I HOUSTON TEXAS, USA

JUNE 7, 2021 - NOVEMBER 26, 2021

APPOINTMENT SETTER/ VIRTUAL ASSISTANT

- Answering client phone calls
- Performing Appointment Schedules
- Setting appointments for the therapist
- Receiving and replying to emails
- Customer service via telephone and chat support to assist customers
- Preparing customer information
- Making outbound calls to different prospective clients

**NWOW TAILG E- BIKE/ GRACE PARK CALOOCAN
MARCH 21, 2017 - APRIL 20, 2018**

SALES SECRETARY

- BIR receipts, purchases journal, sales journal
- Incoming sales, expenses
- Answering telephone calls
- Daily sales report
- General meetings
- Customer complaints

Reference

KAREN QUINOÑES

CREDTIALIST/ AH
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