

Mary Anne Grace Fagela

A dynamic, honest, committed individual that wants to obtain a challenging position in a growth-oriented organization where I can be able to apply my training & knowledge, while providing me with the ample opportunity for the betterment of my strengths, skills and capabilities.

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★ 0910-406-5043

★ 05 J. Santiago St. Malanday,

Valenzuela City



Work Experience

Verification Specialist | Sterling

July of 2017 to Present

- Handled, and processed US Verification files for employment, education, FAA-DOT where we conduct and obtain verification to the applicants of our clients
- Handled Vendor Tasks where we communicate with third-party vendors that was outsourced by the company
- Conducted Pre and Post checks for each and every file processed for error free reports to be submitted to the client

Customer Service Representative | Alorica

August 2016 to July of 2017

- Assisted customers with general inquiries about their Telco account, billing statements, and topping-up their accounts
- Conducted an over the phone basic trouble shooting to help resolve their problems with their cell phones
- Did basic sales for upselling of the current promotions the company is offering

Customer Service Representative | Teletech

June 2014 to June 2016

- Assisted customers in setting up their voicemails with their landline phones
- Conducted basic troubleshooting steps whenever the customer encountered problem with their voicemail
- Creating written reports and tickets that will be submitted to Tier II Supports whenever the issue encountered by the customer was intermittent or cannot be resolved with over the phone troubleshooting

Skills and Abilities

- Good communication skills in written and oral
- Proficient in English Language
- Computer Literate with proficiency in Microsoft Office Application
- Knowledgeable in Book Keeping
- Knowledgeable in Google Docs, Google Sheets, Google Drive
- Knowledgeable in using Canva
- Taking Minutes of the Meeting
- Email Management
- Calendar Management
- Knowledgeable in QuickBooks Online
- Efficient and highly organized person
- Has the ability to multi-task
- Willing to be trained and to gain more knowledge
- Team Player

Education

Bachelor of Science, Major in Managerial Accounting

University of Sto. Tomas

- 2008 - 2012

Training and Certificate

Freelance Academy Virtual Assistant Training

- QuickBooks Online Advance Training - February 3, 2023