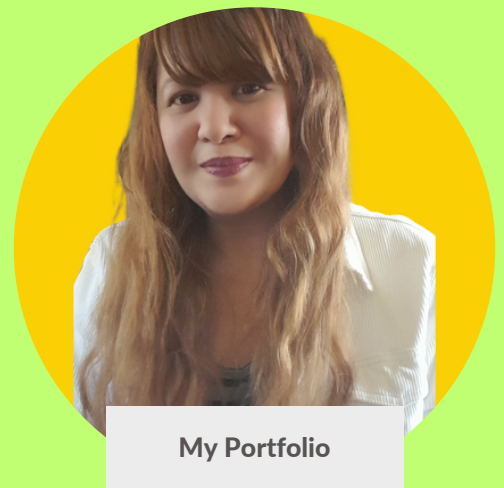


Maricel Borja Mondejar

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/Cabading, Antipolo City/Philippines/1870/
/Mobile No. (+63) 0916-772-0401/**



OBJECTIVE

To be able to engage in any Management related work, as well as to enhance my skills and practice my physical or remote capability in other field.

WORK EXPERIENCE

TASKUS, INC. (Lizardbear, Inc)

3/F Xentro Mall, Sumulong Highway, Bgy Mambungan, Antipolo city

Financial Analyst (META) June, 2023- July, 2023

👉 Investigating and Analyzing a particular profile thru thorough researches using the sanction guidelines.

Content moderator (IG REELS) April, 2021- May 31, 2023

👉 Taking responsibility for rating or declining a particular entry posted by user only if approved by the social media guidelines.

SUNLIFE

5th Ave, Rizal drive, BGC, Taguig city

Client Care Representative SUNLIFE GROUP BENEFITS PLAN October, 2019 - March, 2020

👉 Taking calls about claim follow ups and benefit plan queries.

HGS

Zeta Site Bridgetowne E. Rodriguez, Bgy. Ugong, Quezon city

Customer Care Professional AMERICAN EXPRESS Credit cards May - September, 2019

👉 Taking calls about card member's overall queries about their credit card.

COGNIZANT

11th floor Hanston building, One SanMiguel, Mandaluyong city

Ability Analyst / SPE THE HARTFORD INSURANCE February – April 2019

👉 Sending email, taking calls from Veteran insured, analysis and approval of claim.

CONCENTRIX

Tera Site Bridgetowne E. Rodriguez, Bgy. Ugong, Quezon city

Email support Advocate MICROSOFT XBOX August, 2018– January, 2019

- ☛ Sending email on Customer's refund requests on Xbox games thru Web forms,

SYKES MARKETING SERVICES, INC. / SYKES ASIA INC. (FORMERLY ICT MARKETING SERVICES)

UpperG/F Worldwide Corporate Center (WCC) Shaw Blvd., Mandaluyong City

-Customer Service Representative ALLY/GMAC April 2008-June, 2012

- ☛ Answering calls for Customer regarding the bank's website and all of their inquiries, requests regarding their retail and lease contracts for Auto loan at GMAC/ALLY.

-Executive Customer Relations (AAOS1-Ally Auto Online Services) August 2012- May 2015

- ☛ Assisting escalated calls for online assistance and troubleshooting for Customer.

àClick to Chat and Secure Messaging (C2C-SM Non-voice) May 2015- June, 2018

- ☛ Taking chat services on the website during login and responding on secure messages if chat is not available anymore coming from our online Customer.

PHILIPPINE CHARTER INSURANCE CORP/CHARTER PINGAN (METROBANK SUBSIDIARY)

G/F Skyland Plaza Senator Gil Puyat., Makati City

Clerk-Underwriting Dept. October, 2002 February, 2003

- ☛ Preparing and writing details for new businesses, renewal, endorsement on policyholders.

Clerk-Disbursing Dept. (Probationary Employee) February, 2003-December, 2003

- ☛ Preparing checks and releasing checks as requested.

Teller- Cashier Dept. Treasury Division (Regular Employee) December 01, 2003-February 27, 2008.

- ☛ Accepts the payment and issuing receipts.
- ☛ Assisting Agent's queries on payments and commissions.
- ☛ Handles bulk payments and large accounts.

Maricel Mondejar

My Portfolio

EDUCATION

June, 1998 - May, 2002 Santa Isabel College
210 Taft Avenue, Manila City

-Bachelor of Science in Business Administration-Major in Management

OTHER INFORMATION

Nickname:	Cel
Birth date:	January 04, 1982
Birth place:	Quezon City
Age:	41 years old
Religion:	Roman Catholic
Status:	Single
Mother:	Anita B. Mondejar
Father:	Mariano C. Mondejar (deceased)
SSS #:	33-8051605-9
TIN#:	233-766-970
Blood Type:	Type O

PERSONAL QUALIFICATIONS

- Customer- Service Oriented Person
- Goal-Oriented Person.
- Principled and Team-Oriented Person.
- With sense of responsibility

Information Technology Qualification

👉 Windows Program: MS Word, MS Excel, MS PowerPoint, CANVA, Google sheets, Gmail

• Communication Skills

👉 English and Tagalog