



# MA ZYRELL ANN P MANALO

## CUSTOMER SERVICE REPRESENTATIVE

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📍 CALAUAN LAGUNA

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[HTTPS://WWW.UPWOR  
K.COM/FREELANCERS/  
~01BB867A17B05E2B7B](https://www.upwork.com/freelancers/~01BB867A17B05E2B7B)

## SKILLS

- Data Collection
- Call Management
- Product Knowledge
- Appointment Scheduling
- Data Entry
- Microsoft Outlook
- Spreadsheets
- [Software] CRM system proficiency
- Scheduling
- Microsoft PowerPoint
- Lead Generation
- Active Listening
- Technical Support
- Critical Thinking
- Microsoft Excel
- Reading Comprehension
- Debt management
- Account Reconciliation
- Payment posting
- Bookkeeping

## EDUCATION

- CAPELLAN INSTITUTE  
OF TECHNOLOGY

## HOTEL AND RESTAURANT SERVICES

- DAYAP NATIONAL  
HIGHSCHOOL
- BALAYHANGIN  
ELEMENTARY SCHOOL

## REFERENCE

Mary Grace Policarpio  
Account Manager Of Online  
4012 ESL  
CONTACT NUMBER :  
09157915918

## SUMMARY

- Value work excellence and integrity
- Ability to communicate effectively
- Ability to demonstrate a commitment to continuing development
- Computer Literate (MS WORD, EXCEL, POWER POINT)
- Seeking any position that will allow honing my skills while making a difference in my life and developing further my knowledge and talents for continuous professional improvement
- Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.
- Motivated professional offering proficiency in data entry combined with strong mathematical and analytical thinking skills. Personable team player with exceptional customer service abilities. Fast learner and committed to continuous, self-directed learning.
- Detailed [Outbound Collection Agent] bringing over [3] years in accounts receivable and collections. Adept at reaching out to account holders by phone, mail and email. Skilled in resolving collection issues, adjusting accounts and correcting discrepancies or short payments.

## WORK EXPERIENCE

### REAL ESTATE SALES ASSOCIATE

- May 2023- October 2023

### SETSCHEDULE

### REAL ESTATE SALES ASSOCIATE

- January 2023 - May 2023

### SKYLINE CONTACT SOLUTIONS

### REAL ESTATE SALES ASSOCIATE

- May 2022-May 2023

### OPTUM GLOBAL SOLUTIONS

- October 2021 - May 2022

### ALORICA

### CUSTOMER SERVICE REPRESENTATIVE

- JUNE 2020 - SEPTEMBER 2021

### THE RESULTS COMPANIES

### OUTBOUND COLLECTION AGENT

- MARCH 2017 - SEPTEMBER 2019

### ALORICA

### CUSTOMER SERVICE REPRESENTATIVE

- JANUARY 2017 - MARCH 2017