



Mary Antoinette Aberia

WORK EXPERIENCE

• **Payments Officer - (May 2023 - May 2025)** **Australian Phone And Internet Provider (Quezon City Philippines)**

- Investigating fraudulent accounts.
- Review/Process Refund requests and apply refund policy to approve or deny requests.
- Review credit card data and analyze for payment trends.
- Investigating invalid and valid chargebacks
- Process valid refund requests
- Review and action high risk transactions (e.g. multiple payments using different cards).
- Investigation and action of chargeback/dishonored payments.

• **General Virtual Assistant - (Jan 2022 - Feb 2023)** **Online Fitness Industry (California, USA)**

- Outsourcing leads thru FB and IG
- Responding and warming leads to book for a discovery call
- Email Marketing Through MailChimp
- Creating IG posts and graphics using Canva
- Managing Social Media especially IG
- Calendar management using Calendly

• **Customer Service/Customer Advocacy Agent - (Jan 2020 - Jan 2022)**

Australian Energy and Gas Retailer (Quezon City Philippines)

- Handling escalated inbound and outbound calls and emails.
- Answering customer's inquiries about their bills, account status, service orders, and managing escalated cases.
- Manage customer's service request and send update when needed

TOOLS AND PROFICIENCY

- | | |
|--------------------|-------|
| • Canva | ★★★★★ |
| • Salesforce | ★★★★★ |
| • Google Workspace | ★★★★☆ |
| • MS Office | ★★★★☆ |

LINKS

- Sample Works:
https://drive.google.com/drive/folders/1bwHfmIIQMR1v___tR7AFUODsIo4izdmy
- Portfolio link:
<https://drive.google.com/file/d/10tp3DQQM5JfonvfeCG6oU6y1idiYDDRj/view?usp=sharing>

About Me

Highly motivated and detail-oriented Customer Service with 2 years of experience in virtual assistance, administrative support, client coordination, and task management. Passionate about delivering value, fostering positive relationships, and thriving in dynamic, remote work environments.

Education

- Bachelor Of Secondary Education
- Camarines Norte State College
- Iskolar Ng Bayan
- Completed Medical Virtual Assistant (Short Course) with VAs of the Future

Professional Skills

- Administrative Support
- Customer Service
- Problem-Solving
- Adaptability

Language

- English
- Filipino

Reference

- Marissa Lea Carr
- Fit Girl LLC
- CEO
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