**Maria Isabel V. Relova**

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**Educational Attainment**

TERTIARY **City College of Manila**

PNB Building, Escolta Street, Sta. Cruz, Manila

Bachelor of Science in Public Administration

2002-2006

SECONDARY **National Teachers College**

Nepomuceno St., Quiapo, Manila

1998-2002

PRIMARY **Gloria Dei Christian School of Manila**

Bacood Sta. Mesa, Manila

1992-1998

**Professional Working Experience**

**Customer Service Specialist Oct 2013 – Present**

Convergys Philippines Services Corporation

**Microsoft Skype**

* Maintain a high degree of product knowledge and service expertise.
* Gather customer’s information and determine the issue by evaluating and analyzing the cause.
* Deliver service and support to end-users using available client-owned application, via remote connection and chat.
* Attends to customer's inquiries and requests in relation to their respective accounts.
* Comprehensively documents all necessary information related to customer’s technical and billing concerns.
* Accurately process and record call transactions using a computer and designated tracking software;
* Identify and escalate priority issues per Client specifications
* Offer alternative solutions where appropriate with the objective of retaining customers’ and clients’ business.

**Sears**

* Presents, promotes and sells products using solid arguments to existing and prospective customers through phone.
* Establish, develops and maintains positive business and customer relationships.
* Expedite the resolution of customer problems and complaints to maximize satisfaction.
* Achieve agreed upon sales targets and outcomes within schedule.
* Seize opportunities to up-sell products when they arise.

**Cisco Global Licensing**

* Generate licenses for wide range of Cisco devices and equipment based on the given entitlement and purchased orders.
* Attending to customer's inquiries and requests via multi-channel support like inbound and outbound calls, emails and chat.
* Performs extensive ticket follow up and make scheduled call backs to customers when necessary.

**Loan Operation Officer / Loan Evaluator Nov 2011 - May 2013**

Postal Services Mutual Benefit Association Inc.

(Insurance Benefits, Salary Loan, Educational Loan)

* Responsible in documentation, evaluation and releasing of loans.
* Ensures completeness of documents.
* Encodes application submitted by members of association.
* Assists, prepares loan documentation folders and credit files.
* Provide accurate data of releases on a monthly basis.
* Provide monthly reports.
* Filing, scanning, faxing, sorting, photocopying, routing documents.
* In charged of releasing of approved loans to borrowers.

**Loan Processor / Loan Operation Officer Feb 2010 – Jan 2011**

Sumisho Motor Finance Corporation

Motorcycle Loan: Under PSBank and Sumitomo Corp. of Japan

* Responsible for documentation and booking of loans.
* Ensures the completeness of the documents provided by clients and borrowers.
* Encodes the application submitted by dealers.
* Assisting Marketing Associates in preparing loan documentation folders and credit files.
* Provides accurate reporting on a daily and monthly basis.
* Filing, scanning, faxing, sorting, photocopying, routing documents.
* In charged of releasing of approved loans to borrowers.

**Marketing Coordinator / Specialist Nov 2007 - Dec 2009**

SC Lending Corporation

* Handles the receiving documents of the borrower.
* Ensure the completeness of the documents.
* Provide accurate reporting on a daily and monthly basis.
* Provide marketing research and future plan.
* Discuss company profile to future sales agent.
* Release the approved loan of the borrower.
* Explain the responsibilities of the borrower.
* Prepare the post-dated-checks of the borrower.

**Internship**

**Finishing Course for Call Center Agents (TESDA-PGMA) Nov 2006 - Dec 2006**

Asian College of Science and Technology

Carriedo, Manila

**Philippine Postal Corporation Jan 2006 – Feb 2006**

Liwasang Bonifacio, Manila

**Court of Appeals**  **Nov 2005 – Dec 2005**

Ma. Orosa St., Ermita, Manila

**Training and Certifications**

**Orientation in Insurance Policy**

Sumisho Motor Finance Corp. and UCPB Gen

2010

**Careers in Public Administration**

City College of Manila

2006

**The Role of the Business and Industry’s Young people in the Social Transformation through Values Formation among the Youth**

City College of Manila

2003

**The Filipino Entrepreneur: An Edge to Globalization**

City College of Manila

2002

**References**

**Joshua Jace Estrada**

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Convergys Philippines Services Corporation

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SME for MSFT Skype

Convergys Philippines Services Corporation

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**Darwin Solomon Lim**

Junior Assistant Manager

Sumisho Motor Finance Corporation

Contact number: 02 802 6888

**Romeo Tepace**

Marketing Supervisor

SC Lending Corporation

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**Antonio Fidelson**

President

Postal Services Mutual benefits Association, Inc.

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