MARJORIE

BUCALING

CUSTOMER SERVICE REPRESENTATIVE

Contact

📍 Davao City, Old Airport Rd, Lougemmar Vill, Upper Del Carmen

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Skills

Attention to detail
● ● ● ● ● ○ ○

Problem Solving & Conflict Resolution
● ● ● ● ● ○ ○

Time management
● ● ● ● ● ○ ○

Adaptability & Flexibility
● ● ● ● ● ○ ○

👤 About Me

- A motivated technical support with over 1 year of experience in customer service and troubleshooting technical issues. Proficient in handling complex customer inquiries & resolving connectivity problems. Passionate about delivering positive customer experiences and continuously learning new technologies.

🎓 Education

Junior High School
June 2012 - March 2016
F.Banggoy National High School Davao

Senior High School(I.C.T)
June 2016 - March 2018
Assumption College of Davao

💼 Work Experience

Panadero Bakeshoppe
Cashier (July 2018 - May 2019)
- Handled payments accurately
- Assist in conducting inventory counts and updating records for accurate tracking.
- Took orders

Garden Oases Resort & Convention Center
Waitress (July - November 2019)
- Greeted guests, took orders, and served food and drinks quickly.
- Managed multiple tables efficiently.
- Worked with kitchen staff to ensure orders were correct and on time.

Coco Hut Grill & Restaurant
Waitress/Cashier (Jan - Dec 2020)
- Greeted guests, took orders, and served food and drinks quickly.
- Worked with kitchen staff to ensure orders were correct and on time.
- Handled payments accurately

Remo Task
Annotator (February - July 2021)
- Works remotely to provide data labeling and annotation services. The main role involves categorizing and tagging data accurately according to specific guidelines provided by clients. This include tasks like image or video labeling, text annotation, sentiment analysis, any other data-related tasks.

Alorica Inc.
(March 2022 - August 2023)
Customer Service Respresentative
- Helped customers with technical issues over the phone.
- Fixed network problems.
- Solved complex tech issues quickly.
- Kept records of customer interactions and solutions.