



# Angel Mae T. Gebela

CSR/ CSR Specialist/ Senior Resolution Specialist

## Contact

+639353102921

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Brgy. Santo Rosario, Binalbagan, Negros Occidental

## About Me

I am seeking a challenging career with a forward-thinking organization that offers opportunities to leverage my technical skills and abilities. I aim to contribute my enthusiasm, creativity, and experience, while continuously developing my strategic and tactical expertise to perform efficiently and effectively in my role.

## Skills

- Critical thinking
- Customer relations
- Problem resolution
- Strong organizational skills
- Close attention to details
- Ability to handle stress effectively
- Call center experience
- Computer proficiency
- Call escalation
- Customer satisfaction measurement

## Education

- **Bachelor of Science in Business Administration**  
*Binalbagan Catholic College*  
Binalbagan, Negros Occidental June 2017-March 2019
- **Senior High School**  
*Binalbagan Catholic College*  
Binalbagan, Negros Occidental June 2017 - March 2019
- **Junior High School**  
*Our Lady of the Snows Highschool*  
Himamaylan City, Negros Occidental June 2013 - March 2017
- **Junior High School**  
*Binalbagan South Elementary School*  
Binalbagan Negros Occidental June 2007 - March 2013

## Experience

- **OJT Office Staff**  
*Binalbagan Sugarcane Company* 2018 - 2019  
I am responsible for assisting with daily office operations and supporting various administrative tasks. I contribute to maintaining an organized and efficient workplace by performing duties such as data entry, document management, customer service, and assisting with communication tasks. Through this role, I aim to apply and enhance my skills in office management, time management, and teamwork while gaining valuable experience to further develop my professional abilities
- **Care Specialist**  
*Ubiquity Global Services Philippines Inc.* 2021 - 2023  
I am responsible for delivering exceptional customer service to clients with financial inquiries or concerns. I assist customers with a variety of financial products and services, such as account management, transactions, troubleshooting issues, and providing guidance on billing or technical support.
- **Senior Resolution Specialist** 2023 - 2025  
*Ubiquity Global Services Philippines Inc.*  
I handle complex customer issues and ensure quick, accurate resolutions for clients with financial products and services. I manage escalated inquiries, providing expert advice on account matters, transactions, billing disputes, and technical issues. I also mentor junior team members to improve performance and customer service. With a strong knowledge of financial products, I aim to deliver great customer experiences, build trust, and resolve issues effectively.

## References

**Jose Carlito G. Bandiola**  
Sr. Corporate Account Analyst

Phone: 09516062853

**John Crisver Yusa**  
CSR Trainer

Phone: 09950329761