Janine Hannah P. Maranga

CUSTOMER SERVICE REPRESENTATIVE

📞 0969-313-3825

📍 jhannahmaranga@gmail.com

✉ Banawa, Cebu City

SKILLS

- Administrative Support
- Customer Service Excellence
- Email and Calendar Management
- Data Entry and Management
- File Organization and Management
- Technical Proficiency
- Communication Skills
- Attention to Detail
- Time Management
- Problem-Solving Abilities
- Adaptability

EDUCATION

CEBU INSTITUTE OF TECHNOLOGY – UNIVERSITY

- Bachelor of Science in Hotel and Restaurant Management
  2011 – 2014

UNIVERSITY OF SAN JOSE – RECOLETOS

- Associate in Hotel and Restaurant Management
  2009 – 2011

AVAILABILITY

- As soon as possible

SUMMARY

To obtain a position where I can utilize my customer service, administrative, and technical skills to contribute to the growth and success of a dynamic organization.

WORK EXPERIENCE

CUSTOMER/TECHNICAL SERVICE REPRESENTATIVE

Convergys Inc., Cebu City
June 2015 – February 2017

- Assisted customers via phone and email with inquiries, complaints, and technical issues.
- Managed and updated customer accounts, ensuring data accuracy and security.
- Provided technical support by troubleshooting and resolving connectivity and installation problems.

CUSTOMER SERVICE REPRESENTATIVE

Optum Global Solutions, Cebu City
July 2019 – March 2020

- Handled a high volume of customer interactions, providing accurate information and resolving issues promptly.
- Managed client communications, including emails and calls, to ensure customer satisfaction and retention.
- Coordinated with different departments to address and escalate unresolved issues.

LOBBY SHOP ATTENDANT

Shangri-La Mactan Resort and Spa, Cebu City
December 2014 – May 2015

- Provided exceptional customer service, assisting guests with product selections and inquiries.
- Managed cash transactions and maintained an organized, welcoming shop environment.
- Developed skills in multitasking, communication, and client engagement, applicable to virtual assistant tasks.