



MARIA ARABELLA PABLO

CONTACT

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EDUCATION

Expected in July 2024
Bachelor of Science: Information
Technology

**Polytechnic University of The
Philippines - Taguig, Taguig**

- President's List from 1st Semester
First Year to 2nd Sem Second Year
- Elected to Vice President for
External Affairs for Computer
Society in 2022
- Extracurricular Activities: Poetry
writing and speaking, singing
contest and quiz bee.

April 2020
High School Diploma
**Kid's Choice Montessori Academy
Inc., Paranaque**

- Honoree of With High Honor
- Honoree of With Honor
- Awarded Conduct Awardee
- Extracurricular Activities: Ms.
Intramural's 1st runner up and
People's Choice Awardee

PROFESSIONAL SUMMARY

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

SKILLS

- Strong mathematical skills
- Great verbal and written skills
- Teamwork
- Responsibility
- Flexibility
- Critical thinking skills
- Responding to Difficult Customers
- Calm and Professional Under Pressure
- Order and Refund Processing
- Call Documentation
- Understanding Customer Needs
- Issue and Complaint Resolution
- Financial Knowledge

WORK HISTORY

August 2022 - Current
Financial Advisor, *Sunlife*, Paranaque, PH

- Met with clients to discuss assets, expenses and long-term and short-term investment goals to devise personalized financial plans.
- Helped individuals and families build and execute wealth management strategies based on unique goals and objectives.
- Created business plan and identified target customers by interacting on phone and in person, handling basic inquiries and providing quotes.
- Educated clients on various financial matters and provided professional recommendations on investment opportunities, products and services based on individual needs.

August 2021 - December 2022
Customer Service Representative, *Teleperformance*, Paranaque, PH

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.