

MARRY JOY VALERA

Cabuyao, Laguna | 0991-345-0169 | valeramarryjoy@gmail.com

SUMMARY

A results-driven customer service expert with a proven history of addressing intricate challenges and surpassing client expectations, currently looking to shift into the IT sector to utilize outstanding communication, problem-solving, and analytical abilities to provide technical solutions and client satisfaction in a dynamic technology setting. Extremely driven and flexible issue solver who is passionate about technology and has a strong desire to learn.

SKILLS

Javascript	SQL	Adaptability	Communication
HTML	JQuery	Technical Support	Problem Solving
CSS	Canva	Critical Thinking	Collaboration

WORK EXPERIENCE

Customer Service Representative at Sagility

Muntinlupa City | Sept 2022 - Jan 2025

- Handled and addresses customer issues or concerns promptly and professionally.
- Delivering high-quality outcomes while consistently passing monthly audits.
- Skilled in multiple health insurance to ensure the best coverage for client needs.
- Selected to assist with specific client initiatives because of the outstanding customer service abilities.
- Consistently managed a high volume of calls, delivering exceptional quality in every interaction.
- Honored with an award for outstanding performance in achieving a flawless 100% in product knowledge assessments.
- Recognized as the most reliable agent with a perfect 100% ATR.

IT Assistant Intern at City Population Office

Cabuyao City | Feb 2022 - May 2022

- Provided technical assistance for hardware and software upgrades and maintenance.
- Make use of resources like MS Office, Canva and Photoshop for layouts, reports and various graphic designs to share and promote in Facebook Page.
- Proactively followed up with clients to confirm and validate appointments, making sure that all the information was correct and met their needs.
- Organize and schedule appointments for more than 200 clients by collecting information, printing certificates, and making sure the clients are satisfied with the service.

EDUCATION

Bachelor of Science in Information Technology

Pamantasan ng Cabuyao | June 2022

- Best in Capstone Project

MY PERSONAL PROJECTS

My Portfolio

My personal website that contains the collections of the project such as Landing Pages and educational games.

Basic Math Games

Provide hands-on opportunity for players to improve academic performance in math while having fun with it. Created with HTML, CSS, JAVASCRIPT and JQUERY.

Landing Pages

Design and developed a sample landing page for marketing of pastry products and a page promoting animal rescue. Created with HTML, CSS, JAVASCRIPT and JQUERY.