

MARRY JOY VALERA

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SUMMARY

A results-oriented customer service professional with a strong track record of resolving complex issues and exceeding client expectations, actively seeking a transition into the IT field to leverage my exceptional communication, problem-solving, and analytical skills to contribute to technical support and client success within a fast-paced technology environment.

SKILLS

Javascript

HTML

CSS

SQL

Web Services

Technical Support

Communication

Problem Solving

Collaboration

WORK EXPERIENCE

Customer Service Representative at Sagility

Muntinlupa City | Sept 2022 - Jan 2025

- Skilled in active listening, problem-solving, and conflict resolution to ensure customer satisfaction.
 - Proven ability to multitask, prioritize tasks, and manage time effectively to meet customer needs and organizational goals.
 - Experienced in handling high call volumes for international account while maintaining a positive and professional demeanor.
 - Received award of Most Reliable Representative for achieving 0.00% ATR in training.
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EDUCATION

Bachelor of Science in Information Technology

Pamantasan ng Cabuyao | June 2022

- Best in Capstone Project
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MY PROJECTS

[My Portfolio](#)

My personal website that contains the collections of the project such as Landing Page, Web design, educational games and etc.