

Monique Telan

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Block 249 Lot 13 Pluto Street. Pembo, Makati City

PROFESSIONAL SUMMARY

A passionate and results-driven customer service expert seeking for a job that matches my value as much as what I can give to the company within a large organization as a product analyst or a customer service representative. Offering a strong foundation to the business clients, achieving the company's monthly target goals with a proven ability to drive efficiency, and provide excellent quality to deliver successful outcomes.

KEY COMPETENCIES

| | | |
|--------------------|--------------------------|-----------------------------|
| Data analysis | Research | Keeping up with new updates |
| Excellent Accuracy | Critical thinking skills | Process Improvement |
| Quality Assurance | Conflict Resolution | Excellent Written |

PROFESSIONAL EXPERIENCE

Meta, Concentrix | Product Support Analyst
Bonifacio One Technology Tower, BGC Taguig

October 2023 - January 2025

Studying and mastering every products in Meta including Facebook, Messenger, WhatsApp and Instagram to assist High-valued clients to ensure their business everyday income. Executing meetings together with the product specialists and engineers to improve the product much better. Investigating client's case to provide the right resolution to their concerns and observing their advertising data to provide the right method and guarantee their reach expectations.

Mcdonalds | Service Crew
Forbes Town Center, BGC Taguig

July 2021 - January - 2022

Taking orders from the customers in a proper and professional manner, applying good customer service and maintaining good employee skills and receiving compliments for being an excellent business crew.

Santos Knight Frank | Business Analyst Intern
Paseo de roxas, Makati City

November 2019 - March 2020

Assisting project agents in planning and executing various projects by taking notes of the client's interests, encoding client's data, sorting project-plans according to date and fixing financial reports to ensure cost-effectiveness and adherence to financial guidelines.

Common Ground | Sales Analyst
San Joaquin, Pasig City

August 2017 - December 2018

Managing weekly and monthly sales data, dealing with customers to determine what they need and researching up-to-date trends to attract more customers.

EDUCATIONAL BACKGROUND

Benigno Aquino High School | Junior High School
Comembo, Makati City

AMA University | Senior High School
Buendia, Pasay City

Southeastern College University | College
BDO Taft, Pasay City

JOB AWARDS & ACHIEVEMENTS

- **Best Intern | Santos Knight Frank**
- **2x Crew of the month | Mcdonalds**
- **Quality Master Analyst | Meta, Concentrix**
- **Top 1 agent in the team | Meta, Concentrix**
- **GSO Awards - PSA GBC Top Analyst | Meta, Concentrix**