

Contact

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(LinkedIn)

Top Skills

Microsoft Excel

MySQL

Analytical Skills

Certifications

The Path to Insights: Data Models
and Pipelines

Share Data Through the Art of
Visualization

Data Analysis with R Programming

Google Data Analytics Capstone:
Complete a Case Study

Google Data Analytics Certificate

Sean Myro Marcelo

Field Management Agent

Winnipeg, Manitoba, Canada

Summary

Customer-oriented professional with extensive experience in field operations management and customer service. Skilled in technical issue resolution and data-driven assessments with a customer-first approach. Seeking a Data Analyst role to drive operational efficiency and business growth. Recently completed the Google Business Intelligence Professional Certificate, covering data retrieval, organization, interpretation, and visualization.

Experience

Rogers Communications

Field Management Agent

January 2024 - Present (7 months)

- Create various Excel PivotTables and PivotCharts to analyze data and visualize insights such as graphs, heatmaps, etc. to drive actions beneficial to team operations.
- Apply analytical skills to manage daily requests from various departments, driving operational efficiency.
- Utilize Click's routing software to manage and optimize technicians' tasks, employing data-driven decision-making to improve field operation performance.
- Proactively inform and negotiate with customers regarding rebookings or schedule extensions, adopting a customer-first approach to minimize rebook rates across Canada.
- Use data insights to investigate customer and technician-related issues, contributing to effective problem resolution and process improvement.
- Participate in projects providing insights on field operations performance, aiding in data-driven strategic decision-making.
- Mitigate customer impact by managing absence requests and overbooking issues, ensuring high customer satisfaction through a customer-centric approach.

Shaw Communications

7 years 11 months

Field Management Agent

July 2019 - December 2023 (4 years 6 months)

Winnipeg, Manitoba, Canada

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Technical Service Representative (TSR)

February 2016 - July 2019 (3 years 6 months)

Winnipeg, Manitoba, Canada

- Assisted customers in troubleshooting and resolving technical issues involving phone, internet, and video services.
- Educated customers on self-service options and product functionality, enhancing customer experience and promoting self-sufficiency.
- Supported colleagues in skill improvement, promoting a high-quality, customer-centric service model through Foundations of Leadership training.
- Managed Real Time Support calls and supervisor-requested escalations, maintaining high service standards.

Accomplishments:

- Joined F19 Q1 Platinum Intake, acknowledging exceptional performance and potential.
- Provided crucial support to frontline agents as a member of Knowledge Experts.
- Resolved Advocacy Escalations, enhancing customer relations and satisfaction.

- Supported new hires through "Floorwalking", contributing to a supportive and collaborative work environment.

Education

Coursera

Professional Certificate, Business Intelligence · (August 2023 - May 2024)

Coursera

Professional Certificate, Data Analytics · (June 2022 - June 2023)

AMA University

Bachelor of Science - BS, Information Technology