

MARY GRACE B. ABRICA

55 F JacaSt PobPardo,CebuCity

Phone: +63 962 926 0312 | Email: abricamary11@gmail.com



EDUCATION

Bachelor of Science in Development Communication

Cebu Technological University | 2018

EXPERIENCE

Customer Service Representative, TalentPop

Feb 2025 – Aug 2025

- Delivered exceptional customer support via phone and email, ensuring prompt and accurate resolution of inquiries.
- Assisted customers in placing orders, improving order accuracy and satisfaction.
- Provided detailed product information and support to enhance the customer experience.

Customer Service Representative, SpeedCommerce

Jul 2024 – Dec 2024

- Assisted customers with prescription orders, ensuring compliance with HIPAA standards and medical validity.
- Coordinated with doctors' offices to verify prescriptions, reducing order discrepancies.
- Supported patients with clear communication, resulting in improved service quality.

Publishing Associate, Author Solutions

Mar 2024 – Jul 2024

- Assisted authors in the publishing process by reviewing manuscripts and ensuring compliance with editorial standards.
- Managed inbound and outbound communications to guide authors through publication requirements.
- Ensured timely and high-quality publishing support, contributing to client satisfaction.

Team Lead, AZPIRED Inc.

Aug 2021 – Jan 2024

- Supervised and mentored a team of customer service representatives, driving performance and professional growth.
- Monitored KPIs, conducted coaching sessions, and facilitated upskilling trainings.
- Audited calls and provided feedback to improve accuracy, compliance, and customer satisfaction.
- Led weekly client meetings to align business goals with operational performance.

Subject Matter Expert, OBPO

Nov 2020 – Mar 2021

- Supported frontline agents by handling escalated calls and ensuring accurate resolution.
- Conducted call monitoring, audits, and attendance tracking to maintain team performance.
- Provided coaching and training to help agents meet and exceed KPIs.

Customer Service Representative, Fusion BPO

Oct 2019 – Jul 2020

- Handled customer inquiries related to orders, products, and tracking.
- Ensured accuracy of customer information and order details.

- Supported escalations by providing effective solutions, improving first-call resolution rates.

Appointment Setter, OBPO

Nov2020– Mar 2021

- Conducted outbound calls to confirm subscriptions and customer records.
- Scheduled appointments for vehicle maintenance services and verified product availability.
- Maintained accurate customer records, ensuring efficiency in scheduling and follow-ups.

Audience Development Specialist, Open Look Business Solutions

Oct2018– Mar 2019

- Conducted outreach to grow and engage target audiences.
- Ensured data accuracy and integrity by updating customer and prospect records.
- Supported campaign initiatives through effective communication strategies.

SKILLS

- Basic computer literacy skills
- Organizational and time-management skills
- Team management and leadership
- Verbal and written communication