

# Marianne Joy Munsod Austria

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**Objective:** A highly motivated professional seeking a remote job opportunity. I am eager to utilize my leadership experience, strategic problem-solving skills, and operational acumen to optimize processes, foster high-performing teams, and drive organizational success, while continuously developing my skills within a professionally managed environment.

## Key Skills and Competencies

- Experienced Operations and Team Leader with a strong background in customer service, technical support, sales, advertising, and digital marketing.
- Top Performing Team Lead at TDCX Philippines (BPO), awarded the Vanguard Award – Q1 2022 for excellence across all accounts.
- Former Subject Matter Expert in Facebook & Instagram Ads, Business Manager, Ads Manager, Pixels, and Page management, with Facebook Blueprint certification. Facebook and Instagram Support at TDCX Philippines and Assisted clients with the Shopify, Facebook, and Instagram shop onboarding process. Assisted clients with Facebook and Instagram accounts and Advertising concerns.
- TikTok Shop and Shopee Affiliate. Proficient in creative editing, adept at using tools like CapCut to produce engaging videos and leveraging Adobe Photoshop and Canva for impactful photo and graphic design.
- Proven sales and quality leader, recognized as Top Agent at TDCX Philippines and Convergys Philippines.
- Skilled in data analysis, KPI tracking, process improvement, coaching agents, and team development to drive performance.
- Technical expertise in Microsoft Office troubleshooting (Windows & Mac), remote troubleshooting via LogMeIn, and resolving system errors.
- Highly productive in high-pressure environments, excelling in multi-tasking with 12+ tools simultaneously.
- Proficient in Microsoft Office (Excel, Word, PowerPoint, Outlook), Adobe Photoshop, web design, and video editing.
- Strong communication and leadership skills, with experience in mentoring, training, and performance management.
- Typing speed: 65 WPM (Touch Typist), quick learner, and highly adaptable to technology changes.
- Portfolio: <https://emzkie05.github.io/index.html>

## Work Experience

### **TDCX Philippines – Team Manager (August 2020 – July 2023)**

Beyond leadership, I gained expertise in Facebook and Instagram advertising and page management while working as an agent at TDCX. With dedication and strong performance, I quickly became a Subject Matter Expert, further solidifying my expertise. My continued success and commitment to excellence led to my promotion to Team Manager, where I played a key role in driving team performance and operational improvements.

- Promoted to Team Manager in May 2021, managing team performance, coaching, and operational improvements.
- Consistently recognized as one of the Top Team Leads throughout tenure.

- Awarded the Vanguard Award – Q1 2022 as the Top Performing Team Lead across all accounts in TDCX Philippines, recognizing outstanding leadership and team excellence.
- Left the company in July 2023 as a Top Team Lead, maintaining high performance and leadership impact.
- Started as a Customer Service Associate, excelling in performance, and selected as SME backup within four months before becoming a regular employee.
- Awarded Top Agent for September 2020, just one month after training, due to outstanding performance.
- Former Subject Matter Expert in Facebook & Instagram Ads, Business Manager, Ads Manager, and page management, with Facebook Blueprint certification.
- Assisted E-Commerce clients with their online shop, Facebook, and IG Shop onboarding, issues, and account concerns.
- Recognized for strong analytical and strategic thinking, driving process improvements to enhance team performance.
- Contributed significantly to the Bootcamp Program, producing relevant information, assessments, and case scenario solutions for training purposes.
- Conducted one-on-one coaching, gap analysis, and performance improvement plans, turning underperforming individuals into high-performing team members.
- Facilitated assessments with written explanations and strategic approaches to various case scenarios, submitted to the training team for boot camp programs.
- Utilized data analysis to identify agents needing additional support and improvement, ensuring targeted coaching.
- Assessed will and skill-related behaviors to determine marginal performers and implemented structured improvement plans.
- Developed and shared KPI calculations to help agents understand and measure their performance effectively.

#### **Convergys Philippines – Microsoft Answer Desk Technical Support**

August 5, 2012 – December 5, 2015

- Top Agent in 2015, awarded a trip to Bohol for outstanding sales performance.
- Maintained perfect or passing scorecards, ensuring high-quality service.\
- Specialized in Microsoft Office troubleshooting for Mac and Windows for three years.
- Resolved error codes, installation issues, and software conflicts in Word, PowerPoint, Excel, and Outlook.
- Conducted remote troubleshooting via LogMeIn, resolving viruses, malware, and system errors.
- Used 12 tools simultaneously across parallel desktops to assist Windows and Mac users.
- Provided solutions for corrupted Office files, Outlook sync issues, mail servers, and compatibility problems.
- Quickly adapted to technology changes and excelled in customer support and upselling.

#### **TRG Customer Solutions Philippines (Now IBEX Global) – Travel Specialist for Orbitz.com**

February 4, 2011 – January 5, 2012

- Worked as a Travel Specialist for one year, handling bookings for hotels, airlines, and car rentals.
- Recognized as Top 1 in Quality Calls for six months and Top Agent for August.
- Assisted individuals and businesses in planning customized travel itineraries, ensuring the best destinations and accommodations based on client needs.
- Played a key role in launching the chat support option, and training new hires before transitioning back to voice support.

#### **Sitel Philippines – Billing / Sales Representative, Bell Canada.**

December 2009 – December 2010

- Consistently recognized as a Top Sales Agent for nearly a year.
- Ranked #1 in Quality Assurance for three months in 2010.
- Delivered strong sales performance and high-quality service, contributing to excellent company statistics.
- Assisted customers with billing, orders, disputes, payments, credits, and product inquiries.
- Effectively upsold products and services, enhancing revenue and customer satisfaction.

### **American Chat Link - Chat Sales Agent**

Oct. 2008 – Oct. 2009

- Sold online Software, videos, and services.
- Became one of the top sellers for 6 consecutive months.

### **Alfonso Supermarket - Accounting Assistant**

2005-2008

- Worked as an Accounting Assistant in a supermarket while pursuing a commerce degree.
- Handled daily bookkeeping tasks, including purchase orders, returns, exchanges, check vouchers, data entries, and sales reconciliation.
- Managed accounts payable and receivable, ensuring accurate financial records and timely processing of transactions.
- Assisted in inventory tracking, sales reporting, and cash flow management to support business operations.
- Gained well-rounded experience in a retail sales environment, collaborating with store staff to ensure smooth financial and operational processes.
- Computerized bookkeeping (Accounts Payable/Receivable, Journal Entries, Account Analysis, General Ledger, Purchase Orders, Receipts, Sales).

### **Employment History:**

#### **TDCX Philippines**

August 2020 – July 2023

21 F - 26F Robinsons Cyberscape Gamma, Ruby and Topaz Road, Ortigas Center, Pasig City, Philippines

+632 8862 9500

#### **Character Reference:**

Cris Tantoco – Operations Manager

+632 9150961106

#### **Convergys Philippines – (Now Concentrix)**

August 5, 2012 – December 5, 2015

MDC 100 Building E. Rodriguez (C-5) corner Eastwood Avenue | Quezon City 1110

+632 717-4771

#### **TRG Customer Solutions – (Now IBEX Global)**

February 4, 2011 – January 5, 2012

3F Silver City Mall, Frontera Verde Drive Corner Julia Vargas Ave. Ortigas, Pasig City

+632 667-11-00

#### **Sitel Philippines – (Now Foundever)**

December 2009 – December 2010

One Julia Vargas Pasig City

+632 414-67-87

#### **American Chat Link**

ct. 2008 – Oct. 2009  
12th floor Tycoon bldg. Pearl Drive, Ortigas Pasig City

**Alfonso Supermarket** (Now replaced as Super8; Same address)

2005-2008

Dr. Sixto Antonio Ave. Rosario Pasig

(Owned and managed by the same owner of A. Alfonso Specialist Hospital)

+632 571-33-29

### Educational Background

#### **Tertiary:**

**Pasig Catholic College**

**Bachelor of Science Major in Accountancy Malinao, Pasig City**

2002-2006

#### **Secondary:**

**La Immaculada Concepcion School Pasig City**

1998-2002

#### **Primary:**

**Prince n' Princess High School**

Maybunga, Pasig City 1991-1998