



MARICEL OLORES

0927-293-8113 

Housekeeping

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Calvary Hills Apas, Cebu City 

SUMMARY

With a strong background in field work, I have honed my skills in insurance sales and lending collection, demonstrating exceptional communication, problem-solving, and interpersonal abilities. My experience has equipped me with the ability to engage effectively with diverse populations, manage detailed records accurately, and adapt to various situations with resilience and cultural sensitivity. I am adept at building rapport with clients, meticulously gathering and documenting information, and handling confidential data with discretion.

EDUCATION

Tawagan Sur National High School

High School Graduate
1997 - 2001

Sinaguig Elementary School

Elementary School Graduate
1990 - 1996

SKILLS

- Extensive experience in conducting field work for insurance sales and lending collection.
- Expert in clear, persuasive communication and effective client engagement.
- Proven ability to build rapport and maintain positive relationships with diverse populations.
- Skilled in meticulous data collection and accurate record-keeping.
- Strong analytical skills to resolve issues and adapt to changing situations.
- Efficient in managing schedules and meeting deadlines in fast-paced environments.

CERTIFICATIONS

- Housekeeping NCII

PROFESSIONAL EXPERIENCE

Collections Specialist

BMQ Lending Company | Feb - June 2021

- Manage and collect outstanding payments from lending service clients.
- Contact debtors and negotiate repayment plans.
- Maintain accurate records of all interactions and transactions.
- Utilize strong communication and problem-solving skills.
- Handle difficult conversations and ensure regulatory compliance.
- Work towards minimizing delinquency rates.
- Build rapport with clients to ensure effective debt recovery.
- Maintain attention to detail and confidentiality.

Pre-Need Sales Agent

MCIAGroup, Inc. | 2018 - 2020

- Sell pre-need insurance plans specializing in funeral and burial services, similar to St. Peter Life Plans.
- Provide personalized guidance to clients on available insurance options and coverage.
- Educate clients on the benefits and features of MCIA's pre-need insurance plans.
- Build and maintain strong client relationships to understand and fulfill their needs.
- Assist clients in selecting appropriate insurance coverage tailored to their preferences and financial situation.
- Process insurance applications accurately and ensure all paperwork is complete.
- Coordinate with funeral homes and other service providers to facilitate seamless arrangements.
- Stay informed about industry regulations and uphold best practices in pre-need insurance sales.