



Julie G. Madelar



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Education

Polytechnic University of the Philippines, Sta
Mesa Manila

BS Accountancy

June 2002 – March 2003

1st year College Undergraduate

Summary Statement

Highly motivated and creative individual with a strong foundation in web development (HTML/CSS, Bootstrap), graphic design, and online marketing. Ability to create visually appealing and user-friendly websites, combined with knowledge of SEO/SEM strategies to drive targeted traffic. Eager to contribute to a dynamic team and create impactful digital solutions.

Core Skills

- Proven ability to collaborate effectively within teams, fostering strong interpersonal relationships and resolving conflicts constructively.
- Experience building websites using various approaches, from hand-coding with HTML, CSS, and the Bootstrap framework for custom projects, to leveraging the flexibility of WordPress and Blogger for content-driven websites and blogs. Proficient in customizing themes, plugins (WordPress), and gadgets (Blogger) to enhance functionality and design.
- Familiar with various SEM/SEO tools and techniques, including keyword analysis, competitor research, and website analytics.

Professional Experience

Chat Support Associate

UX Direct Global Inc-Pasig
May 2023 to January 2025

- Successfully managed high volumes of customer inquiries through a live chat platform, addressing a wide range of vehicle-related concerns including sales, service, and parts.
- Provided real-time assistance to customers, answering questions about vehicle models, pricing, features, available services, parts availability, and appointment scheduling.
- Effectively communicated product information and service offerings to customers, promoting relevant products and services while maintaining a customer-centric approach.

Customer Support Representative

Telus International Philippines-Taguig
October 2022 to February 2023

- Provide prompt and efficient support to players via live chat and email ticketing systems.
- Resolve player inquiries and issues related to account access, gameplay, billing, and technical difficulties.
- Troubleshoot technical issues and guide players through resolution steps.
- Assist players with account recovery and security-related concerns.

Advisor 1 Technical support

Concentrix Eton-Quezon City
May 2022 to October 2022

- Provide prompt and efficient technical support to users via live chat and phone.
- Diagnose and troubleshoot technical issues related to our educational platform, including:
 1. Website navigation and functionality
 2. Learning platform access and login issues
 3. Software compatibility and browser issues
 4. Audio/video streaming problems
- Technical difficulties with course materials.

Customer Service Representative

Majorel Philippines-Angeles
July 2020 to May 2022

- Provided Exceptional Customer Support for an Online Retail Account:
- Efficiently managed high volumes of customer inquiries through live chat, addressing questions related to product information, order status, shipping, returns, and refunds.
- Offered basic technical support for software products, guiding customers through troubleshooting steps and resolving common software-related issues.
- Processed customer purchases and returns accurately and promptly, ensuring a smooth and seamless experience.
- Actively promoted relevant products and services, achieving sales targets while maintaining a customer-centric approach.

Travel Consultant

IGT Technologies Philippines Inc.-Alabang
April 2018 to March 2020

Certifications and Licenses

QuickBooks online advance training

February 2023

Fundamentals of Bookkeeping, Preparation of Chart, Bank reconciliation, QuickBooks Online Functions, Creation of Invoices, Bills, Sales and Order.

- Proactively addressed and resolved a high volume of customer and hotel partner inquiries and complaints via various channels (phone and email). Utilize CRM systems and other relevant software to efficiently track and manage customer interactions, ensuring data accuracy and compliance.

Customer Financial Specialist

RMS COLLECT PHIL'S. INC. (IQOR)-Dasmariñas

September 2016 to December 2017

- Provided Exceptional Customer Support for a Leading Telco Company:
- Successfully managed high volumes of customer inquiries through a live chat platform, specializing in resolving billing-related issues, such as understanding charges, disputing bills, and assisting with payment options.
- Effectively communicated complex billing information to customers in a clear and concise manner, ensuring their understanding of charges and payment plans.
- Assisted customers with various payment methods, including online payments, mobile wallets, and over-the-counter payments, ensuring timely and accurate processing.
- Actively engaged in debt collection activities, following established protocols and demonstrating empathy and professionalism while communicating with customers regarding outstanding balances.

Customer Service Representative

TELETECH – Sta Rosa

May 2016 – August 2016

- Successfully managed high volumes of customer inquiries through various channels (phone, email, chat) addressing a wide range of customer concerns related to service activation, troubleshooting, billing, and account management.
- Provided clear and concise explanations of service plans, pricing options, and available promotions to customers.
- Assisted customers with troubleshooting technical issues related to their services, such as internet connectivity, mobile data, and voice calls.

Customer Center Agent

TELEPERFORMANCE – Ayala Makati

January 2016 – April 2016

- Provided excellent customer service by effectively addressing hotel reservation inquiries through phone.
- Assisted customers with booking modifications, cancellations, and refunds, ensuring a smooth and hassle-free travel experience.
- Provided accurate and up-to-date information on travel destinations, attractions, and travel advisories.

OTHER WORK EXPERIENCE

CRM REPRESENTATIVE

April 1, 2013- August 25, 2015 – Pest Away Corporations, Muntinlupa

- Handles phone calls, inquiries, complaints.
- Make a sale thru renewal of contracts from existing clients.
- Coordinate schedules with technicians and collectors

Freelance IT / Secretary

- Create Website through basic HTML, Blogger or Wordpress
- Run basic Marketing online campaigns for real estate brokerage

Computer Staff

- Do basic computer troubleshooting
- Reformat / reinstallation of Computer operating system and programs
- Photo editing and printing