Marnel Justine Brobio

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Summary

• I'm Justine from Metro Manila, NCR, Philippines, and pursuing my passion for being a full-stack web developer
• I have experience working in the BPO industry as a customer service and technical support representative, where teamwork and communication are always being performed
• I'm looking forward to securing a job with a company that will allow me to showcase and that will help to develop the skills and knowledge I gained from doing the coding bootcamp with Zuitt in web development, along with years of experience working in the BPO industry
• I have experience creating a static website with HTML, CSS, and Bootstrap for responsive web design
• Please feel free to visit my web portfolio: https://mjustine-65.github.io

Experience

Customer Service Representative
Peak Support

Dec 2021 - Jun 2022 (7 months)
• Assisting customers through email, chat, and over the phone (inbound/outbound calls)
• Answering customers' general products and services inquiries (e.g. warranty, FAQs)
• Providing customer services (e.g. warranty, refund, product availability, returns, and exchange)
• Providing troubleshooting steps (e.g. How-Tos, setting up smartwatches)

Technical Support Representative
Acquire BPO

Apr 2021 - Dec 2021 (9 months)
• Assisting customers through phone calls (inbound/outbound calls)
• Answering customers' general products and services inquiries and, as needed, referring the customer to the right department for particular concerns (e.g. FAQs)
• Providing technical assistance (e.g. How-Tos, setting up Wi-Fi, reinstating service, setting-up call forwarding)

Technical Support Representative
Sitel Group

Oct 2020 - Mar 2021 (6 months)
• Answering customers through phone calls (inbound/outbound calls)
• Answering customers' general products and services inquiries and, as needed, referring the customer to the right department for particular concerns (e.g. FAQs)
• Providing technical assistance (e.g. How-Tos, setting up printer)

Customer Service Representative
SPi CRM

Feb 2017 - Feb 2018 (1 year 1 month)

• Assisting customers through phone calls (inbound/outbound)
• Answering customers' general products and services and, as needed, referring customers to the right department (e.g. retention)
• Providing customer services (e.g. billing inquiries, payment extensions, processing payments, reinstating service, refunds)

Customer Service Representative
GICF

Sep 2016 - Jan 2017 (5 months)
• Assisting customers through phone email and phone calls (inbound)
• Answering customers' general products and services inquiries (E-commerce FAQs)
• Providing customer services (e.g. order inquiry, order cancellation, refunds, returns, and exchange)

Education

STI College
2019 - 2022
Bachelor's Degree in Information Technology (Undergraduate)

Gateways Institute of Science and Technology
2014 - 2016
Associate's Degree in Information Technology (2-year course)

Skills

Hardware • Customer Support • Customer Service • Salesforce.com • Process Improvement • Troubleshooting • Technical Support • Help Desk Support • Front-End Development • Responsive Web Design