



# MARLON PALOMARES

## CSR/TSR/VIRTUAL ASISTANT



### PROFILE

I'm a dedicated CSR and TSR with a passion for solving problems and making customers happy. I'm committed to delivering exceptional service and ensuring a smooth experience for everyone I help. I'm also a Passionate Social Media Manager shaping brand stories, engaging audiences, and driving results through smart strategies.



### CONTACT



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### SKILLS

CSR	Expert
TSR	Expert
VIRTUAL ASSISTANT	Intermediate



### EXPERIENCES

#### ADMEREX SULOATIONS

##### Collection Specialist 2019-2021

1. recover overdue payments from customers. They use phone calls, emails, or mail to discuss payment plans and resolve billing issues. Accurate record-keeping is vital, and they often collaborate with other teams to address underlying problems.

##### CONCENTRIX DASH PHILIPHINES 2021-2023

##### Costumer Service

1. Proficient in addressing customer inquiries, resolving issues, and providing product or service information.
2. Strong technical skills and expertise in troubleshooting and resolving technical issues.
3. Effective communication and active listening skills to understand customer needs and concerns.

### EDUCATION

#### Marinduque Midwest College

Associate in Computer Technology  
2010-2011