



MARIAH AVIS ESCARLAN

Customer Service Representative

+63 998 321 3746

mavimafe09@gmail.com

Blk. 169 Lot 57 Mandondato St.
Central Bicutan Taguig City

ABOUT ME

Friendly and professional customer service specialist with extensive experience resolving escalated customer complaints and issues. Strong interpersonal skills proven through customer satisfaction and peer recognition awards. Seeking a position that would fit my qualifications, enhance my skills and knowledge to continue career growth.

EDUCATION

BS in Hospitality Management
Polytechnic University of the
Philippines
2015 - 2019

St. Theodore School
2012 - 2015

EXPERTISE

Zendesk Chat
Zendesk Ticket
MS Powerpoint
MS Word
MS Excel
Adobe Premiere Pro
Canva

LANGUAGE

English
Filipino

WORK EXPERIENCE

- July 2022 - July 2024
SHEIN Service Philippines Limited Corporation
Customer Service Representative
 - Consistent KPI star for PH Market Chat Support. Received "KPI Star" award 7 times in 12 months (2023)
 - Regularized after 3 months as a result of good performance during probationary
 - Corresponded with 100+ customers per day
 - Earned an average of 93% customer satisfaction rate> Engaging conversations with customers to answer questions and address issues. Building connections with them. Promptly and effectively addressing any service-related problems through Chat and Email.
- November 2021 - May 2022
Ibex Global Solutions Philippines
Customer Chat Support
 - Corresponded with 70+ customers per day
 - Helped teammates by sharing my spiels and knowledge with customer service> Responding to customers, identifying customer issues, providing solutions, conversing in a polite and professional manner, and performing data entry through Chat.
- February - May 2019
Solaire Resort & Casino
Internship
 - Received a perfect score from my supervisors for my internship> Responsible for accurately processing wardrobe transactions, assisting with uniform inventory, checking uniforms in/out, and other Team Member service-related wardrobe functions as assigned.

REFERENCES

Mary Joyce Anne Advincula
Team Leader
Phone: +63 945 100 4280

Allen Grace Elpedes
CSR / Colleague
Phone: +63 946 767 1085