



## PROFILE

A motivated, adaptable and responsible Communication Service Management graduate seeking a position in Administrative Management which will utilize the professional and technical skills develop through past work experience in this field. I have a methodical, customer-focused approach to work and a strong drive to see things through the completion.

## CONTACT

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## PERSONAL DETAILS

Birthdate: March 02, 1992  
Nationality: Filipino  
Marital Status: Married  
Visa Status: Husband's Visa  
Location: Abu Dhabi, UAE

# MARIANFAITH EDADES

ADMINISTRATIVE / RECEPTIONIST

## EDUCATION SUMMARY:

Achieved Bachelor's Degree in  
Communication Service  
Management University of Makati,  
Philippines in the year 2015

## WORK EXPERIENCE

### **VXI Global Holdings -Account Associate III, Telco Account**

May 08, 2018 – January 21, 2022

- o Responsible in answering calls from clients/customers inquiries about the service they have
- o to explain and answer inquiries and question about billing concern and services.
- o Provide basic trouble shooting for technical difficulties for internet, TV and cell phone services.
- o Offer and provide option base on the needs of the customer
- o Responsible in achieving the quota given by the company both in sales and in customer service score

### **Security Bank Corporation – Junior Assistant Manager, Sales Associate**

July 2016 – August 2017

- o Perform the tasks of acquiring and scheduling appointments with new clients.
- o Responsible in providing complete and accurate solution to whatever the client is needed.
- o Knowledgeable in handling and managing the continuous flow of business between the client and the bank.
- o Create continuous strategies to be effective in promoting bank products. o Handle the task of organizing and maintaining the relationship between the client and the bank and making sure that the client will able to refer the business because of its good and quality service.
- o Interact with numerous departments such Home Loan, Auto Loan, Cash Management, Whole Sale to Retail, Digi banker and Payroll Department to close the deal properly. o Dealing with the client's requests in an efficient and courteous manner. o Performs other duties and responsibilities that maybe assigned from time to time.
- o Aware of the goal and target of the team and contributes to achieve specific objective.

## TRAININGS AND CERTIFICATE

❖ Top Teammate for the month of April and May 2019 - VXI Global Holdings

❖ Got a promotion from Associate I to Associate III within two (2) from the joining date - VXI Global Holdings

❖ Top Teammate for the month of July 2015 - Sutherland Corporation, Philippines

### ❖ Certificate of Training

- Technical Education and Skills Development Authority

- **Food and Beverages** – September 2008

- **Personal Computer Operation** - December 2008

❖ **University of Makati Corps of Sponsors** - Corps of Sponsors is organizations who empower student's potential towards leadership and management.

- **Vice Corps of Sponsor** School Year 2012 – 2013

- **Assistant Secretary** School Year 2011 - 2012

**Sutherland Global Services Philippines Inc – Consultant/ Customer Service Representatives, eBay North America, Voice Account**  
November 2014 – June 2016

- Provide highest quality support to customers.
- Obtains client information by answering telephone calls, interviewing clients and verifying information
- Informs clients by explaining procedure, answering questions and providing information.
- Solving client issues and inquiries, making sure to attend to their concern effectively.
- Shows empathy and respect to client's situation.
- Providing friendly and professional client interactions through verbal and telephone connections

### **Greenwich Rufino Ayala, Philippines**

July 2013- December 2013

### **Organization: Jollibee Rockwell, Philippines**

January 2010 – July 2011

#### - **Counter Crew**

- Welcoming every customer with a smile and being genuinely friendly at all times.
- Attending to customers' needs as a primary
- Delivering fast, friendly and accurate service to all customers.
- Following directions for the implementation of new products and procedure.
- Aware of the goals and targets of the restaurant. Ensures necessary action to achieve specific goal.

## SKILLS

\* Strong skills in time management, prioritizing task and meeting deadlines.

\*Good communication skills

\*An achiever and able to adapt others culture and belief.

\*Can work with different type of people and making sure that the work and task given will be done perfectly. \* Computer Literate (Microsoft Word, Excel)

\* Ability to provide highest quality support to client.

\*Incredibly organized and able to multi task.

\* Flexible in reaching client's needs, whatever the situation is.

\*Shows consistency in acquiring clients and in providing their needs.

\*Good in developing sales plan to ensure productivity.

\*Being able to deliver customized sales proposals and presentations.

\*Proactive and able to understand client's needs. Develop good relationship with client.

\*Knowledgeable and willing to learn on how to operate all necessary equipment.

\*Can work individually or in behalf of a larger group