

Ariston M. Mariano III

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CAREER OBJECTIVES

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

PROFESSIONAL EXPERIENCES**Virtual Co-Worker****Comfort and Care Medical Supplies inc.**

Full-Time New Order Data Entry and Verification Specialist

March 13, 2024

Responsibilities

- Sorting incoming documents to add on patient's profile.
- Log authorisation letters result to patient's profile.
- Create new patient profile for new patients.
- Send back incomplete documents to physicians.
- Upload referrals to patient profile to process orders.
- Making sure that patient profile has valid notes for documentation.

PROPER HOA Management

Customer Support

February 20, 2023 – March 3, 2024

Responsibilities

- Answering home owners with questions about their HOA dues.
- Sending HOA dues reminder.
- Adding utility charges on their account.
- Schedule handy man as per home owner's requests.
- Manage home owner's account.
- Managing invoices for utilities.

Atticus Solutions Inc. (Ortigas Pasig, City)**Elive**

Data Entry Specialist and Admin

November 3, 2021 – February 18, 2023

Responsibilities

- Adding/editing new and existing products to our website by taking content from our suppliers & vendors websites as well as sourcing picture and video content from sources such as google and youtube.
 - Manage & maintain the quality of newly added products by all team members.
- Providing feedback to staff and review updated content.

- Train new staff on product entry procedures and guidelines
- Create & maintain product data entry documentation for our team (guides, procedures, data structure)
- Creating product database lists utilizing Microsoft Excel spreadsheets
- Assisting in the product management and promotion of selected product ranges.
- Training and up-skilling of Vendor brands and product knowledge
- Updating daily stock levels and prices from our suppliers utilizing Microsoft Excel spreadsheets \
- Executing any other general administrative tasks performed by our Manila-based team when required.

Teletech Lipa (Level 2 Robinsons Mall, Lipa city, Batangas)

Telstra Mobile Billing / Digital Live Chat

CSR

January 2019 - January 2020

Responsibilities

- Answer incoming communications from customers via chat.
- Connect and resolve issues with customers using written and verbal communication.
- Conduct research to provide answers for customers to resolve their issues.
- Initiating sales with potential customers over chat conversation.
- Listening to the customers' needs to generate repeat sales.
- Gathering and documenting customer information, payment methods, purchases, and reactions to products.

Results Manila Inc. (Fiesta World Mall Corp., Brgy. Marawoy, Lipa City, Batangas)

Sprint Telesales

Customer Sales Representative

March 2017 – April 2018

Responsibilities

- Initiating sales with potential customers over the phone.
- Asking questions to engage customers and keep the conversation going.
- Listening to the customers' needs to generate repeat sales.
- Gathering and documenting customer information, payment methods, purchases, and reactions to products.
- Keeping up to date on all products and informing customers of new products.
- Answering customers' questions on the products.
- Meeting sales quotas.

JPMorgan Chase & Co. (23rd floor Net Plaza Building, 31st E. Square Zone, Crescent Park West, Bonifacio Global City, Taguig City)

Fraud Call Center Inbound

Specialist - 1

August 2015 – April 2016

Responsibilities

- Investigates and reviews cases related to Fraud for Recovery Opportunities.
- Reduces fraud losses by processing Disputes/Chargebacks following Visa, MasterCard and Bank Rules and Regulations.
- Assesses validity of fraud claims by reviewing all pertinent information to the case and analyzing customer transaction patterns or history.
- Establishes contact with card members, merchants and third parties for challenge or re-bill opportunities.
- Reconciles and Balances Accounts to ensure proper adjustments are made in the General Ledger.

The Minacs Group Inc. 10th Floor, 1800 Building Eastwood Cyber Park, Eastwood City Libis, Philippines 1200(10th Floor, 1800 Building Eastwood Cyber Park, Eastwood City Libi)

Guthy-Renker

November 2014 – July 2015

- **WEN Hair Care/ Crepe Erase/ Perricone**
Customer Service Advocate
- **US Tech Support**
Customer Service Advocate

MBNA Balance Transfer

Sales Representative

September 2014 - November 2014

MBNA Green Book (Project Account)

Customer Service Representative

August 2014 - September 2014

Cricket

Customer Service Representative

February 2013 - August 2014

Responsibilities

- Ensure optimal level of transactions for customers and ensure absence of all issues.
- Prepare documents for customers and management and manage follow up.
- Provide support to managerial operations for customers.
- Develop training programs and ensure optimal level of performance for activities.
- Manage internal and external customer and provide necessary customer support.
- Administer all customer order, manage requests and resolve associate issues for customers.
- Monitor all customer inquiries and complaints and assist in effective resolution of same.
- Analyze customer issues, determine causes and initiate corrective actions.
- Coordinate with customer and ensure optimal level of customer services.
- Prepare records and monitor results of customer and associate departments.
- Prepare solutions and ensure retention of all customers and associate business.
- Analyze all issues of customers and new products and advocate appropriate resolutions from management.
- Ensure optimal level of customer services.

EDUCATIONAL BACKGROUND

Vocational

TECHNICAL EDUCATION AND SKILLS DEVELOPMENT
AUTHORITY (TESDA)
NATIONAL CERTIFICATE II
COMPUTER HARDWARE SERVICING NC II
Fernandez College of Arts and Technology
Baliuag, Bulacan
January 26, 2010

Character Reference

Angela Maia Octavion-Inandan
Sirius XM Service
Operations Supervisor
09366103454

Ptr. Renato Constantino
Jesus is Lord Church Bulacan
Church Pastor
09052328379

Mrs. Marilyn Lopez
Cypress Semi-Conductor Philippines
Product Quality Customer Interface
09174038306