



# ARIANNE MARUNDAN

Customer Service Representative  
General Virtual Assistant  
Inbound Sales Representative  
Chat Support  
Order Entry Customer Service  
Retention Specialist

**“Believe you can and you’re halfway there”.**

## PROFILE

---

I am a highly talented, detail-oriented General Virtual Assistant and Customer Service advocate with experience providing exceptional support and ensuring projects are completed on time and with extreme confidentiality. I am a self-employed worker who specializes in offering administrative services and customer support to clients from a remote location, usually a home office. I strive in fast-paced, virtual environments following established procedures and practices to exceed all customer’s and clients’ expectations. I have experience in creating an effective, organized environment in which I can excel at focusing time on providing top-level client support, resolving issues, and developing relationships to ensure loyalty and growth. I am also passionate about building lasting relationships with clients and customers. I do possess good judgment and the ability to handle confidential information discreetly. My unique skill set offers exceptional organizational/administrative skills combined with ensuring 100% client and customer satisfaction.

**I am always ready to take on new challenges!**

## CORE VALUES

---

DETAIL ORIENTATED AND ATTENTIVE	LOYAL AND TRUSTWORTHY	FAST LEARNER / HIGHLY TEACHABLE
I am the type of person who will always focus on the details and I will do my best to avoid mistakes and I can be relied upon to do my work to a high standard.	I can be relied upon to carry out my duties in line with procedures of my client/company and I’ll make sure to be a positive role model for my co-workers and the company.	I can be left alone to learn things quickly which means that you won’t have to monitor or supervise me, and I always take ownership of my self-development.

# CONTACT ME

---

**MOBILE NUMBER:** +639069447116  
**EMAIL:** [marundanarianne@gmail.com](mailto:marundanarianne@gmail.com)  
**ADDRESS:** Sampa Santa Teresita Batangas, 4206 Philippines  
**SKYPE:** live:ariannemarundan  
**WHATSAPP:** +639365562627  
**VIBER:** +639365562627  
**LINKEDIN:** <https://www.linkedin.com/in/ariannemarundan-5b089b23b/>  
**FACEBOOK:** <https://www.facebook.com/itsjustmearianne>

# CAREER OBJECTIVE

---

I am a highly motivated and passionate individual capable of efficient time management and working under pressure in all environments. I am looking for an opportunity to utilize my acquired skills and training to help the company and my future peers grow. I want my efforts to make a considerable difference to the company and help in their consequent success. I want to work in a company that gives me a chance to prove my abilities and help the company in any way possible. I want the company's standards and goals to rise with the help of my contributions.

# PROFESSIONAL SKILLS

---

## CUSTOMER SERVICE SKILLS:

✚ Empathy, Problem Solving, Communication skills, Active Listening, Technical Knowledge, Patience, Focus, Detail Oriented, Adaptability, Tenacity, Resourcefulness, Positive Attitude, Fast Learner, Going the EXTRA MILE, Resilience (ability to not take things personally), Persuasion skills, Taking ownership, Handling Phone Calls, Time Management, Good Judgement, Flexibility, Integrity, Hard Working, Reliability, Loyalty, Computer Knowledge, Product Knowledge, Professionalism, Curious.

## ADMINISTRATIVE SKILLS:

✚ Detail Oriented, Focus, Integrity, Honesty, Data Entry, Record Keeping, Email Management (Gmail, Outlook, Yahoo), Calendar Management, Microsoft Outlook, Microsoft Word, Microsoft Excel, Microsoft Power Point, Google Docs, Google Sheets, Organizational Skills, Teamwork, Curious, Fast Learner, Communication skills (Oral and Written), Problem Solving, CRM Software, Answering Phones.

## COMPUTER & TECHNICAL SKILLS:

✚ Office Suites (MS Office, G-Suite), social media (Facebook, Instagram, TikTok, Twitter, LinkedIn, YouTube), Typing, Basic computer Troubleshooting, can easily learn new Apps/CRM. Video Conferencing (Skype, Google Meet,), Basic Editing (Canva, Adobe).

## PHYSICAL SKILLS:

- Enjoy practical work, Able to cope with the physical demands of the job, Able to work quickly and consistently for long periods of time, Willing to work outdoors in all weather conditions, stock shelves, making sure my work area is clean, assembling products/merchandise, Able to undertake manual and sometimes heavy work, Reliable and motivated, Hard Working and Highly Teachable.

## PROFESSIONAL EXPERIENCE

---



### CUSTOMER RETENTION SPECIALIST

#### TOTAL CLIENT CONNECT (TCC)

September 2022 – December 2022

- Negotiate with customers to renew contracts and retain business.
- 
- Address customer concerns and provide solutions to continuously improve retention, upsell and cross-sell strategy.
- Collaborate with the sales team to propose customer retention solutions based on customer feedback.
- Educate customers on the value of our services.
- Build positive working relationships with customers for repeat businesses.

### ORDER TAKER/ENTRY CUSTOMER SUPPORT

#### AGENTS ONLY

July 2022 – September 2022



- Manage the volume of inbound calls.
- Gather information about customers' orders and issues.
- I am responsible for assisting online customers with menu selection, and recommendations, and taking accurate food orders in a friendly and hospitable manner.
- I do repeat customer orders for accuracy before entering them into the Point-of-Sale System.
- I ensure all food call items are delivered in a clear and professional manner.

### LIVE CHAT SUPPORT (Outbound Calls) & ORDER TAKER/ENTRY CUSTOMER SUPPORT

#### TASKUS, BATANGAS CITY

April 2021 – July 2022



- Handling Phone calls. (Inbound and Outbound)
- Gather information about customers' orders and issues.
- I am responsible for assisting online customers with menu selection, and recommendations, and taking accurate food orders in a friendly and hospitable manner.
- I do repeat customer orders for accuracy before entering them into the Point-of-Sale System.
- I engage with customers via our company's live chat software to answer customer questions and resolve issues.
- Support both the Delivery agent & the Restaurants with issues regarding Customer's orders/deliveries.
- I also do outbound transactions with customers to learn about and address their needs, complaints, or other issues with their orders.



## **INBOUND SALES REPRESENTATIVE THE RESULTS COMPANIES, LIPA CITY**

July 2019 – April 2021

- Handling Inbound Sales Calls.
- Make sure I understand customers' needs and identify sales opportunities.
- I ask probing questions to identify customer issues or concerns.
- I answer inbound sales inquiries over the phone relating to products, services, and current promotions of our products.
- I communicate and explain the value of our client's brand and the benefits of services to potential customers through establishing relationships and building a strong rapport.



## **ADMINISTRATIVE SUPPORT POULTRY FARM / SMALL FAMILY BUSINESS**

January 2018 – February 2020

- I help in keeping records of livestock and crops, to monitor stock levels, and help with future planning.
- I help in calculating employees' pay and keeping employment records.
- I also do general administrative duties including telephone work, writing letters and emails, and maintaining manual and computer filing systems.
- I coordinate with veterinarians to provide medical care to animals on the farm.
- I make sure to keep accurate records and store these effectively (computer/paper).

# TOOLS

---

Microsoft Word	Google Docs	Ring Central	Konnektive	Talkdesk
Microsoft Power Point	Google Calendar	Salesforce	Sticky.io	Stripe
Microsoft Excel	Google Sheets	Amazon Connect	Sublytics	Avaya
Microsoft Teams	Google Drive	Zoiper	VPN	WhatsApp
Outlook.com	Google Meet	Slack	Scre.io	Amazon
Social Media Apps	Zoom	Discord	Deel	Shopify
Canva	Skype	Verint	PayPal	Time Proof
Picsart	Grammarly	Lightspeed	Payoneer	Upwork Tracker

# EDUCATION

---

SECONDARY EDUCATION  
(HIGHSCHOOL DIPLOMA)

OURLADY OF CAYSASAY ACADEMY  
TAAL, BATANGAS  
2009-2010

SHORT TERM COURSES  
(NCII PASSER)

TESDA  
FOOD AND BEVERAGE  
2010-2011

# REFERENCE

---

**Available upon request. Thank You!**