



MARVELOUS JAY S.

About Me: I'm a double degree holder; Graduate of Bachelor of Science in Public Administration and AgroForestry. I've been working in the BPO industry for 8 years and handled various accounts and line of businesses in both inbound and outbound services. Ensuring accuracy and confidentiality, proficient in workflow optimization and productivity tools.

PROFESSIONAL EXPERIENCE

██████████, Virtual Trainer Facilitator (January 2022 – March 2025) ██████████, Account Associate

- Assisted American, Canadian, and FBA sellers.
- Provided chat support and handled inbound/outbound calls.
- Managed claims, refund, and payment-related inquiries.
- Trained new hires to be well-equipped before endorsing to Service-Delivery Department
- Lead-qualifier/pre-selling for insurance marketplace
- Administrative tasks-taking calls (if necessary), sending training related deliverables
- Creating and publishing assessments and training-related materials
- Conducting Refresher Training to agents for performance development and product/processes updates
- Conducting huddle sessions

██████████, Hilton, Hotel Reservations Specialist (October 2021- January 2022)

- Sales and Provides Customer Service
- Answer phone calls and handled inbound/outbound calls.
- Hotel, Inn and Suites Reservations

██████████, BPO, Amazon Retail, Account Associate (June 2020 – September 2021) VOICE and Chat Support

- Assisted American, Canadian, and FBA sellers.
- Provided chat support and handled inbound/outbound calls.
- Managed claims, refund, and payment-related inquiries.

██████████, BPO, Uber-Email Eats, Account Associate (September 2016 – February 2020)

BPO, Uber-Voice Eats, Account Associate

- Assisted American
- Provided Email support and handled inbound/outbound calls.

██████████, Managed claims, refund, and payment-related inquiries

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- Offer Travel and Tours
- Conduct City Events
- Conduct Minutes every meeting

SKILLS

- Proficient computer skills, including Microsoft Office Suite (Word, PowerPoint, and Excel)
- Knowledgeable in technology to communicate via computer, smartphone, or text
- Able to organize and manage large amounts of files, tasks, schedules, and information
- Highly organized and able to multitask and work well with fast-paced directions and instructions
- People Management
- Able to manage time effectively and efficiently
- Self-directed and able to work without supervision
- Excellent verbal and written communication skills
- Strong customer service and presentation skills
- Able to work nights, extended hours, and holidays as needed

TOOLS AND CRM PROFICIENCY

CSC Central | Chime | Avaya | Dialpad | Simplicity Collect | Monday App/Calendly | Zendesk/Salesforce | Cetrix | MS Teams | Teamdot | ChatGPT |

EDUCATIONAL ATTAINMENT

College: Bachelor of Science in Public Administration
College of Public Affairs
Marawi City, Lanao del Sur

Agroforestry Technology

College of Forestry and Environmental Studies

Secondary: [REDACTED] Poblacion, Prosperidad, Agusan del Sur

Elementary:

SEMINAR/TRAINING ATTENDED

■ **Certified Learning Professional Training Delivery**, Amazon Retail Trainer, August 28, 2022 at Sutherland Global Services, Davao City.

Study in New Zealand Seminar, July 30, 2016 at Limketkai, Atrium, Cagayan de Oro City.

Job Placement Seminar, April 27, 2016 at MSU Institute for Peace and Development in Mindanao (IPDM), Mindanao State University – Main Campus, Marawi City.

Seminar on Human Rights and International Humanitarian Law, January 9-10, 2014 at the Institute for Peace and Development in Mindanao (IPDM) Convergence Hall, Mindanao State University – Main Campus, Marawi City.

CHARACTER REFERENCES

Category	Number of Samples
1	1000
2	1000
3	999
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5	1000
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