



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

[REDACTED], Virtual Trainer/Facilitator (January 2022 – March 2025)

[REDACTED], Account Associate

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

[REDACTED], 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

[REDACTED], Amazon Retail, Account Associate (June 2020 – September 2021)

VOICE and Chat Support

- Assisted American, Canadian, and FBAsellers.
- 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

- Offer Travels 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

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

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

Agroforestry Technology
College of Forestry and Environmental Studies
Marawi City, Lanao del Sur

Elementary: Poblacion, Prosperidad, Agusan del Sur

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.

Age Group	Should Take Action (%)	Should Not Take Action (%)
18-29	85	15
30-49	85	15
50-69	85	15
70+	85	15