



Mariel Vincent Barrera

Customer Service Executive

Resourceful and personable customer solutions consultant excels at prioritizing and completing multiple tasks simultaneously to achieve team goals. Expertise in customer relationship management, conflict resolution and leadership. Dependable and courteous self-starter seeking to leverage exceptional background into customer liaison role with growing organization.

Contact

Phone

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Email

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Address

Dubai, United Arab Emirates

Education

2007

Bachelor of Arts Political Science

Mindanao State University - IIT
Iligan City, Philippines

Expertise

- Quality Assurance Control
- Logistics
- Public Speaking
- Problem Solving
- Multi-tasking
- Data Analysis
- Customer and Staff Support
- Live Chat Support

Language

Bisaya - Filipino

English

Experience

02/2024 - 05/2024

DIANA JEWELLERY DMCC | Dubai, UAE

Customer Service Executive

- Handled incoming inquiries promptly to minimize customer waiting times and enhance customer satisfaction ratings.
- Maintained working knowledge of available products and services.
- Kept client and company files safely stored on CRM system to comply with confidentiality laws and regulations.
- Communicated with customers through online chats and emails to assess customer needs and provide solutions.
- Update order status and setting appointments for walk-in clients.
- Process customer payments, invoices and receipts.
- Followed-up on customer interactions to provide further support.
- Managing order deliveries and logistics.

09/2018 - 02/2024

SYNCHRONY FINANCIAL INC. | Cebu, Philippines

Customer Service Manager

- Managed department schedules to maximize coverage during peak hours.
- Coached staff on operating procedures to maintain quality services.
- Resolved customer questions, issues, and complaints efficiently to reach mutually beneficial solutions.
- Served as point of escalation for complex customer issues, capturing timely resolution to drive client retention.
- Set up and maintained customer accounts and promote services to help them manage their finances.

12/2014 - 07/2018

CANDY'S CARGO FORWARDER | Cebu, Philippines

Logistics Associate

- Coordinated with suppliers and customers to manage timely, accurate order shipments.
- Prepared accurate compliance documentation, ensuring timely completion to meet shipping deadlines.
- Kept accurate and up-to-date cargo and shipping data for record keeping purposes.
- Assisted team proactively with transporting, and handling cargo.
- Receive and process sales order.

Awards

- Leadership Award
- Customer Care Time Expert
- Voice of Customer
- 100% QCAL November 2022