



MARK DARRYLLE MADERAL

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A highly dedicated and results-oriented **Product Quality Controller** and **Claims Coordinator** with over 8 years of experience in quality control, claims management, and customer service in fresh produce industry. Demonstrated expertise in conducting product audits, investigating and resolving claims, and optimizing processes to reduce costs and enhance quality.

PROFILE

WEBSITE:

<https://www.linkedin.com/in/mark-darrylle-maderal-791a90128/>

ADDRESS:

Dubai, United Arab Emirates

BIRTHDATE:

December 3, 1990

Visa status:

Work Visa (Cancelled)

UAE Driving License:

Light vehicle (Automatic)

EMPLOYMENT HISTORY



EDUCATION

Lyceum of the Philippines – University Batangas

2008 - 2012

Bachelor of Science in Information Technology

SKILLS

Claims Processing
Claims Negotiation
Data Analysis & Reporting
Product Inspection & Auditing
Documentation & Record-Keeping
Supplier & Shipping Line Coordination

Reference available upon request

WORK EXPERIENCE

Abuseedo Trading LLC

Importer Fresh Produce – Wholesale

Quality Controller/ Claims Coordinator - May 2017 to Oct 2024

Overseeing the quality of products and managing claims, and ensuring that issues are resolved effectively. Claim decision, negotiating claims from supplier or with the shipping lines.

- Played a pivotal role in helping the company turnaround by increasing market share and reducing profit losses related to quality claims.
- Managed the claims process from start to finish, including assessing and investigating claims, negotiating settlements, and communications with customers/suppliers
- Collaborated with internal teams and external partners to ensure the timely resolution of claims and delivery of high-quality products and services.

AWOK.com

E-commerce

RMA (Return Merchandise Authorization) - November 2016 to April 2017

Resolving customer issues, communicates with customers to resolve issues related to returns, such as providing information on the return process, addressing customer complaints or concerns, and providing assistance with returns.

- Receiving and processing returns: receives returned items, reviews them for damage or defects, and processes them for replacement or refund.
- Works closely with other internal teams, such as customer service, sales, and inventory management, to ensure a smooth return process and resolve any issues that arise.
- Maintaining records related to returns, including documentation of product defects, customer complaints, and refunds issued.

Abuseedo Trading Est.

Importer Fresh Produce – Wholesale

Quality Controller - June 2014 to June 2016

Developed and implemented quality control procedures to ensure compliance with regulatory standards and customer requirements.

- Examine fruits and vegetables for defects, damage, and contamination.
- Ensure that produce meets market standards for size, color, shape, and ripeness.
- Monitor the freshness and shelf life of the products.