



# MARYELLE KYLE TAYAG

## CONTACT INFORMATION

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Pulang Lupa Uno, Las Piñas City  
Metro Manila 1742

## ELIGIBILITY

**Career Service Subprofessional Eligibility**  
Civil Service Commission  
August 20, 2023

## SKILLS & ABILITIES

- Motivated, well-disciplined individual
- Finds joy in assisting others
- Team player
- Computer Literate
- Proficient in Microsoft Office, including Word, Excel, Outlook, and PowerPoint
- Excellent communication skills
- Excellent time management skills
- Excellent customer support
- Creative problem-solving
- Building customer loyalty
- Great Attention to Detail
- Neat and well-organized
- Independent worker
- Works well with deadlines
- Collaborative and efficient

## MY REFERENCES

**Ms. Cynara Patricia C. Tuason**  
Cargo Customer Service Supervisor  
Cebu Pacific Air - Cargo  
Domestic Road, Pasay City  
+63 998 840 2675

**Ms. Charisse R. De Villa**  
Customer Care Head  
Golden Haven Memorial Parks, Inc.  
C5 Extension Rd., Las Piñas City  
+63 999 887 3149

## EDUCATION

### Bachelor of Science in Tourism

University of Perpetual Help System DALTA  
Molino Campus  
Molino III, Bacoor City, Cavite  
2014 - 2018

## PROFESSIONAL EXPERIENCE

### Customer Care Staff

Golden Haven Memorial Parks, Inc.  
(July 2022 - January 2023)

- Responded promptly and professionally to incoming customer queries in person, by phone, or by email.
- Liaised with other departments on essential administrative or operational matters.
- Maintained, processed, and updated files, records, certificates, and other documents.
- Entered customer information and requirements into the system.
- Responsible for interment scheduling.

### Customer Service Agent

Cebu Pacific Air - Cargo  
(November 2018 - January 2021)

- 1Aviation Groundhandling Services Corporation  
Domestic Road, Pasay City (FEB 2019 - JAN 2021)
- Topserve Service Solutions, Inc.  
A&N Building, Kamagong, Makati (NOV 2018 - FEB 2019)

- Attended to client needs and requirements based on company policies and procedures within the assigned area.
- Handled inquiries via call, text, email & in person.
- Tracked and assigned cargoes to the company's local flights.
- Sent out cargo advisories & notifications to clients.
- Addressed complaints and inquiries in a timely manner.
- Assisted in problem-solving and brainstorming solutions to existing concerns.
- Assisted in training new customer service agents.

## ADDITIONAL EXPERIENCE

### Sales Agent (Part-time Freelance)

Carsome PH  
(October 2023 - Present)

- Acts as a middleman in selling car units of the company.

### Live Host & Business Developer (Part-time Freelance)

HiGOOD.PH  
(April 2023 - July 2023)

- Acted as a model & live seller of women's clothes on TikTok.
- Outsourcing from social media platforms to be a live host.

### Bar Ambassador (Part-time Freelance)

Luxe Lounge  
(March 2023 - May 2023)

- Helped in promoting the bar on social media & invite guests.