



MARY JEAN BULANGIS

VIRTUAL TEAMMATE



SKILLS SUMMARY

- customer Service
- Appointment Setting
- Data Entry
- Internet Research
- Office Software
- Apps
- Basic Video Editing

TOOLS

- Google Sheets
- Trello
- Canva
- Microsoft Office
- Microsoft Excel
- Payment Processing Platforms/Digital Wallets

EDUCATION HISTORY

Asian Institute of Computer Studies

- Associate in Computer Science,
- BATCH 2014

PERSONAL PROFILE

A **Customer Support** with 10 years experience in various tasks. A tech-savvy problem solver known for precise task management and adaptability. An enthusiastic professional with proven skills in both team-oriented and independent settings.

WORK EXPERIENCE

ASSOCIATE CUSTOMER SUCCESS REPRESENTATIVE

Wells Fargo | 2022 - 2024

- Customer Support: Managed queries, claims, account maintenance, and money transfers.
- Administrative Tasks: Scheduled appointments, created reports, and ensured quality.
- Technical Support: Provided basic troubleshooting for online banking.

INBOUND SALES ADVISOR

Concentrix, 2019-2020

- Received and answer customer's queries about their accounts.
- Managing and updating their plans and services.
- Sending assistance and emergency services.

FINANCIAL SERVICE REPRESENTATIVE

Alorica, 2016-2019

- Process credit card application by phone.
- Discussing every card that suits their needs.
- Entering customer's information in the database thru their application.
- Providing appropriate disclosure in each application.

CUSTOMER/TECHNICAL SERVICE REPRESENTATIVE

Teleperformance, APR 2015- DEC 2015

- Explaining customer's queries about their bills.
- Processing refund and waiving unnecessary fees.
- Assisting in troubleshooting internet connection.
- Creating a ticket for onsite visit from technician.

FACULTY STAFF/EDUCATOR

Great Christian Academy, 2013-2015

- Assisting the students with their activities.
- Teaching morning devotions to primary students.
- Inventorying the PACES (Student's manual)

ADMINISTRATIVE STAFF

Jesu-Mariae International School, 2011-2012

- Processing and issuing receipts for tuition fee payments.
- Updating student's information in the database.
- Answering phone inquiries.