



MARGIELYN PACIS

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Customer Service
- Appointment Setting
- Communication
- Insurance
- Travel Planning
- Hotel Booking
- Email Management

TOOLS

Genesys Cloud
Amadeus
Microsoft Office
Microsoft Excel
Citrix

PERSONAL PROFILE

An **Customer Service Representative** with 5 years experience in various tasks. A tech savvy and problem solver that you can rely on. Enthusiastic individual with superior skills in both team based and independent capacities. An employee who can be efficient at every work that will be given. To be productive in any field of work and to build a long term career in a company which provides career growth.

WORK EXPERIENCE

CUSTOMER SERVICE CONSULTANT

Lufthansa Service Philippines | 2023 - Present

- assisting customers to book their Flights via phone call, email, and chat
- Assisting customers in locating their baggage
- Assisting customers to use the website of the airline

CUSTOMER SERVICE ASSOCIATE

Accenture Inc | 2022 - 2023

- Assist customers to get their insurance
- Provides the specific policy for the claim of
- passenger's situations

IGT Solutions | 2019 - 2022

- Social Media Management
- Community Engagement
- Community Networking
- Facebook Ads

EDUCATION HISTORY

De La Salle Santiago Zobel

- Home Economics
- NC II (Cookery) Passer
- NC II (Food & Beverage Services) Passer



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WORK EXPERIENCE

ADMIN ASSISTANT

[De La Salle Santiago Zobel | 2018 - 2019](#)

- Scheduling meetings of our head
- compiling important documents
- coordinates to all parents for some updates of the school

CLINIC ASSISTANT

[De La Salle Santiago Zobel | 2017 - 2018](#)

- Assisting Students to go to clinic whenever there is schedule check up for them
- Going to other department to provide documents
- Providing students with medicine they need