



DANIELLE MANGUILIMOTAN

CUSTOMER SERVICE
ASSOCIATE



Contact



Bonbon, Aloguinsan Cebu, 6040



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Skills

- Customer service training
- Administrative support
- Training coordination
- Schedule management
- Development of training materials
- Data entry and management
- Effective communication
- Problem-solving
- Team collaboration
- Time Management
- Quick Learner
- Relationship Building and Management



About Me

Detail-oriented professional with top skills in customer relations, problem solving and record keeping. Talented in addressing service and product problems with thorough and positive style. Ready to help with focus on finding creative solutions to conflicts and complaints.



Education

Civil Engineering

2020-2021

Cebu Institute of Technology - University



Work Experience

CSA

AMAZON

2022-2024

- Built rapport with customer through courteous and professional communication.
- Handled complaints calmly and professionally, providing appropriate solutions to promote continued customer satisfaction.
- Assisted customers with important purchasing choices, identifying needs and employing product expertise to make appropriate suggestions.
- Consistently went extra mile to achieve customer satisfaction.

Training Assistant

AMAZON

March 2024 - September 2024

- Assist in the creation and maintenance of customer service training documentation and resources.
- Assisted in the preparation and distribution of customer service training materials and presentations.
- Maintain and update training databases and records, ensuring accuracy and confidentiality.
- Address trainee inquiries and provide support throughout the customer service training process.
- Communicate effectively between trainers, trainees, and other departments to ensure seamless training operations.
- Track and report on training attendance and completion rates, providing insights for program improvement.

Resolution Specialist

AMAZON

September 2024 - Current

- Proficient in handling customer escalations with empathy and professionalism.
- Skilled in conflict resolution, problem-solving, and de-escalation techniques.
- Strong verbal and written communication skills.
- Experienced with CRM tools like Salesforce for case management.
- Effective time management and SLA compliance in high-pressure environments