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mariellefurugganan@gmail.com



Zone 4 Sonsona, Dummun,
Gattaran, Cagayan, Philippines

Education

Senior High School Graduate
Don Mariano Marcos National
High School
2020 - 2022

Expertise

- Customer Service & Communication
- Multitasking in High-Volume Environments
- Conflict Resolution & De-Escalation
- Inbound & Outbound Call Handling
- Team Collaboration & Peer Mentoring
- Computer Skills & Technical Support (Basic Troubleshooting)
- Sales & Upselling Techniques
- Call Scripting & Active Listening
- Attention to Detail
- Product Knowledge
- Time Management

Language

- English

MARIELLE FURUGGANAN

Customer Service and Sales Representative

Profile

I am a dedicated and customer-oriented professional with a solid background in sales and customer service. I have a strong desire to help others and a natural ability to establish rapport. I constantly provide excellent service, increase sales, and foster business expansion. I'm great at figuring out what customers need, fixing problems quickly, and suggesting goods or services that improve the clientele's experience. I thrive in fast-paced settings and take satisfaction in surpassing sales goals and client expectations. I am well-known for my results-driven approach, exceptional communication abilities, and teamwork.



Work Experience

Jul
2024
-
Feb
2025

ALORICA San Nicolas, Ilocos Norte

Financial Account Customer Service Representative

- Handled an average of 90+ calls per shift while maintaining professional and courteous communication.
- Handled inbound and outbound calls to support customer inquiries, billing concerns, technical issues, and product information.
- Meet and exceed daily metrics including call volume, resolution rate, and call handling time.
- Solving their concerns in a conversational way not transactional.
- Building trust with the customer in a friendly manner.
- Experienced graveyard shift as well as shifting schedules.

Feb
2025
-
Apr
2025

Chowking

Cashier Sales Representative

- Greet customers, provide product information, and promote special offers to boost sales.
- Handled high-volume transactions quickly and accurately during peak hours.
- Process cash, credit, and debit transactions accurately while maintaining a balanced drawer.
- Resolve customer concerns with professionalism and efficiency, ensuring satisfaction.
- Maintained product knowledge to better assist customers with inquiries.
- Upsell complementary items, increasing average transaction value by 15%.