



MARIETA ACUEZA

Phone: 050-263-9697
maia.acueza04@gmail.com

PROFILE

Energetic and optimistic customer service representative with over 6 years of professional experience assisting customers in solving complex issues. Keen to details. Goal in becoming a market leader through proven customer support skills.

A passionate Room attendant who always gives smile and remarkable experience to the guest during their stay in the Hotel.

EXPERIENCE

ROOM ATTENDANT

MERCURE HOTEL SUITES AND APARTMENTS (DEC 2018-PRESENT)

- Ensuring that the cleanliness of the room meets the hotel standards and that guest is satisfied
- Ensuring security and privacy of the guest
- Informing order-taker and guest regarding any maintenance needed in the room

GOOGLE TECHNICAL SUPPORT

Sykes Asia Pacific (July- 2017 May 2018)

- Troubleshooting Google's Applications concerns.
- Ensuring that clients are aware of the terms and conditions Google enforced

FRAUD ANALYST

VISA Business Processing Center (April 2016 - JUNE 2017)

- Verify transactions to avoid fraudulent activity
- Activate credit and debit card
- Block card if it's lost stolen or compromised

CUSTOMER SERVICE REPRESENTATIVE (E-MAIL SUPPORT)

Transcom Worldwide Philippines (January 2014-January 2016)

- Provide and exhaust all possible troubleshooting steps for all mobile and tablet issues through email.
- Provide assistance on general information asked by customers that is within scope of support.

EDUCATION

ASSOCIATE IN INFORMATION TECHNOLOGY

Laguna State Polytechnic University (2003-2005)

SKILLS

- Performance and scalability optimisation
- Opera
- Microsoft Office
- Any Social media platform

I HEREBY CERTIFY THAT THE ABOVE INFORMATION IS TRUE ACCORDING TO MY
KNOWLEDGE AND BELIEF.

MARIETA ACUEZA