

MARY GRAPES ANN PERADA VICENTE

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PROFESSIONAL SUMMARY

Experienced Client Support Specialist with over 10 years of expertise in immigration services, customer support, and administrative operations. Skilled in handling complex client applications, managing documentation, and delivering high-quality remote support. Proven ability to multitask, maintain organized records, communicate effectively, and support business operations efficiently.

TECHNICAL SKILLS

- Microsoft Office Suite
 - Google Workspace
 - Zoom Workplace
 - CRM (Oracle and Officio)
 - Scheduling Tools (Acuity Scheduling)
 - File & Document Management (Dropbox)
 - Email and Calendar Management
 - Nitro PDF and Esign
 - Canva
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CORE SKILLS

- Client Support & Relationship Management
 - Immigration Documentation & Processing
 - Administrative & Office Management
 - Travel Coordination & Booking
 - Strong Communication (English & Filipino)
 - Problem-Solving & Multitasking
 - Team Support & Training
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PROFESSIONAL EXPERIENCE

Senior Client Support Specialist (Remote)

Love Canada Inc. o/a Love Canada Immigration Consultancy & Love Canada Travel and Tours

Canada Office – Calgary, Alberta

Philippine Office – Pulilan, Bulacan

February 2018 – April 2026

Administrative:

- Managed the consultant's calendar and schedule
- Assisted the consultant during client's meetings
- Prepared annual operating expense reports
- Managed travel arrangements such as booking flights and hotels and preparing travel itinerary
- Assisted with the consultant's/company's license and insurance renewal processing and documentation
- Issued invoices, tracked payments, and reconciled bank statements
- Monitored Canadian immigration policy updates and reported changes promptly
- Drafted contracts to be sent to clients
- Assisted in staff training and daily office operations

Immigration:

- Managed end-to-end Canadian immigration applications (study permits, visitor visas, PR programs)
- Drafted professional documents (cover letters, study plans, declarations)
- Coordinated directly with clients and provided regular application updates
- Organized client records (physical & digital) with high attention to compliance and deadlines
- Maintained organized digital filing systems for 50+ active cases
- Scheduled appointments and handled inbound and outbound communications

Travel:

- Prepared travel bookings, insurance, and airfare arrangements
- Maintained accurate records of tickets, insurance, and invoices

Customer Support Representative**Philips & Funai US – Infinet-O Manila**

September 2014 – April 2017

- Guided customers through product installation and troubleshooting
- Processed warranty claims and handled email support

Customer Service Representative**Sprint Postpaid – Eperformax Contact Center and BPO**

February 2014 – July 2014

- Managed customer accounts and resolved service concerns
- Ensured accurate documentation and timely issue resolution

Directory Assistant Operator**Verizon – Eperformax Contact Center and BPO**

August 2010 – April 2012

- Handled inbound directory calls and connected customers efficiently
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Customer Service Representative**Virgin Mobile – Teleperformance Philippines**

April 2010 – June 2010

- Provided customer support and resolved account-related concerns
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Accounting Clerk**TJN Pasalubong Foods, Inc.**

May 2007 – January 2010

- Managed financial records, reports, and collections tracking
 - Maintained organized filing systems and documentation
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EDUCATION**Bachelor of Science in Entrepreneurial Management**

Polytechnic University of the Philippines – Pulilan, Bulacan

2003 - 2007

Graduated with Honors

ADDITIONAL STRENGTHS

- Fast learner with strong adaptability
 - Detail-oriented and highly organized
 - Excellent interpersonal and teamwork skills
 - Ability to prioritize and delegate tasks effectively
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CHARACTER REFERENCES

References available upon request.