

Maritoni Azuela

Customer Service Associate

CONTACT

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SUMMARY

I am an enthusiastic and dedicated Customer Service Associate eager to join your dynamic team. With a passion for delivering exceptional service and a proven track record of resolving customer inquiries efficiently, I am committed to enhancing customer satisfaction and loyalty. I thrive in fast-paced environments and am excited about the opportunity to contribute my skills and positive attitude to your organization, ensuring every customer interaction is a memorable one.

WORK EXPERIENCE

CUSTOMER SERVICE ASSOCIATE

2023-2026

- Trained new associates, enhancing team performance and service quality.
- Handled high-volume calls, maintaining composure and efficiency under pressure
- Collaborated with cross-functional teams to streamline service processes.

EDUCATION AND TRAINING

Decathlon training for customer service

2021

- Enhanced customer satisfaction through effective communication skills.
- Developed problem-solving techniques to resolve customer issues swiftly.
- Trained in conflict resolution to handle challenging customer interactions
- Collaborated with team members to streamline service processes.

2017-2023

Humanities and social sciences

- Graduated with Honors in Humanities and Social Sciences
- Completed internships with NGOs focusing on community development

SKILLS

LANGUAGES

- Communication
- Time management
- Leadership

- Problem-Solving
- Computer Literacy
- Critical Thinking

- English
- Tagalog