



# Mark Louis Nicoleta

## Personal Info

Maasin City, 6600,  
Philippines

09940164098

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Date of birth  
08/04/1985

## Skills

Problem-solving

Communication

Adaptability

Time management

Attention to Detail

Proficient in Microsoft  
Office

## Summary

Ensures client satisfaction through consistent task completion and proactive efforts. Builds strong relationships based on trust and reliability. Delivers high-quality outcomes aligned with client goals.

## Work Experience

### Accounting Specialist, Lotus Tickets LLC, Remote - Full Time

June 2024 - September 2025

- Created and maintained spreadsheets to support financial analysis.
- Credit Card Reconciliation
- EOD Report

### Accounting Officer, Candace Ebert & Co., Remote - Full Time

March 2019 - May 2024

- Ensured compliance with relevant accounting standards and regulations.
- Provided timely and accurate financial reports to management.
- Successfully handled a wide range of accounting duties, including accounts receivable and accounts payable.
- Responsible for Data Entry

### Hotel Reservation Agent, Zephyr Partners LLC, Remote - Full Time

April 2018 - February 2019

- Managed bookings and other clients' requests
- Developed and implemented quality improvement initiatives to improve customers' experience.
- EOD Report

### Credit Management Consultant, Teletech Holdings Inc, Pasay City - Full Time

November 2015 - November 2016

- Demonstrated strong interpersonal skills by building relationships with customers and providing excellent customer service.
- Set up Payment Arrangement
- Advised clients on credit management best practices, resulting in strengthened financial stability and reduced default rates.
- Optimized credit approval workflows to accelerate processing times and enhance customer satisfaction.

### Customer Service Agent, 24/7 Customer Inc, Makati City - Full Time

March 2013 - October 2015

- Handled customer inquiries, complaints, and concerns in a timely and professional manner.
- Demonstrated excellent communication skills, both verbal and written.
- Utilized problem-solving skills to identify and resolve customer issues.
- Adhered to company procedures and policies to ensure customer satisfaction.
- Developed strong relationships with customers by providing personalized service.

**Customer Service Agent, Aegis People Support, Makati City - Full Time**

June 2011 - February 2013

- Handled customer inquiries, complaints, and concerns in a timely and professional manner.
- Demonstrated excellent communication skills, both verbal and written.
- Developed strong relationships with customers by providing personalized service.
- Assisted customers with product and service inquiries.

**Missionary, The Church of Jesus Christ of Latter Day Saints**

April 2009 - March 2011

**Liaison Officer, Infinity Works & Graphics, Makati City - Full Time**

June 2006 - February 2008

- Managed the quality of prints
- Assisted in other tasks requested by the owner.

## Education

**Bachelor of Science in Computer Science, Imus Computer College**

June 2002 - April 2006