

Sarah Grace Garcia

Professional, dedicated and resourceful, with real-world experience in administrative work, customer service, and online business support. I take pride in being thorough, dependable, and well-organized, and I genuinely enjoy helping clients work more efficiently by taking the right tasks off their plate.

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Professional Experience

Data Annotator

- **Business Trends** March - November 2024

Played a key role in AI/ML initiatives by conducting data research and sourcing, moderating content, labelling, tagging and transcribing texts and images to enable machine learning. Managed weekly rotating projects that demanded strict adherence to guidelines, strong computer skills and attention to detail.

Customer Service, Technical Support, Back Office / Processing

- **Manulife Data Services Inc** October 2018 - July 2022 / February - Sept 2023
- **Teleperformance Inc** November 2017 - August 2018
- **Teletech Customer Care Management Phils Inc** July 2010 - July 2012
- **Accenture Contact Center Services** January 2007 - August 2008
- **Telus** June - December 2006

Experienced in delivering high-quality customer service and technical support across fast-paced environments, consistently resolving client inquiries, troubleshooting issues, and ensuring customer satisfaction. Skilled in diagnosing and resolving technical problems through effective communication, active listening, and systematic problem-solving, while maintaining a professional and empathetic approach. Adept at managing multiple support requests simultaneously, escalating complex issues when appropriate, and following up to ensure timely resolution. Committed to building positive customer relationships and contributing to a seamless service experience through clear communication and a strong attention to detail.

Marketing Assistant

- **Banco De Oro Unibank, Inc.** April 2013 - April 2017
- **Temps and Staffers, Inc.** September 2012 - February 2013

Coordinated on-time production, release, and delivery of marketing collateral for program launches and execution; prepared and processed payments to merchant partners, suppliers, and external agencies, ensuring timeliness and accuracy. Resolved inquiries, deviations, and complaints from internal departments and customers, and conducted on-site inspections with merchant partners to verify proper display of marketing materials. Tracked program expenses and maintained budget monitoring files, and managed documentation through filing, scanning, and archiving.

Store Marketing Assistant

- **Velvet Foods Corporation** May - July 2005
- **Jollibee Foods Corporation** April - September 2004

Provided efficient frontline customer service at Jollibee while attending college, accurately processing orders and payments, preparing food to company standards, maintaining cleanliness and safety, and collaborating with teammates to handle high-volume shifts and resolve customer issues quickly. Attending customer inquiries and facilitating birthday celebrations as a host.

Skills

Core Administrative Skills:

Calendar and schedule management, email and correspondence handling, document preparation, filing and records management, data entry and database management

Software Proficiency:

Microsoft Office Suite, Google Workspace, video conferencing platforms

Communication and Interpersonal:

Written and verbal communication, phone and reception etiquette, interdepartmental coordination, customer or client service

Organizational and Time Management:

Multitasking and prioritization, attention to detail, problem-solving, confidentiality and discretion

Additional Valuable Skills:

Basic bookkeeping or invoicing, event and meeting coordination, inventory and office supply management, onboarding support

Education

Bachelor in Business Administration Major in Management

Polytechnic University of the Philippines | 2002 - 2006

Interest

Reading, Pickleball, Hiking, Travelling