



## MARJO SAMANIEGO

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### PROFESSIONAL SUMMARY

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Results-driven Customer Service Leader with over 10 years of experience directing high-performing teams and managing omnichannel operations (Voice, Chat, Email). Proven track record across US and Australian accounts, specializing in Telco, E-commerce, and Property Maintenance. Expert in resolving high-tier escalations, improving First-Contact Resolution (FCR), and optimizing support workflows using Zendesk and HelpScout to consistently exceed client KPI targets.

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### CORE COMPETENCIES

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- Leadership: Team Coaching, Performance Management, Employee Engagement, QA Auditing
- Operations: Escalation Resolution, Process Optimization, Compliance Reporting

- Customer Service/ Customer support: Inbound/Outbound Calls, Multi-channel Chat & Email Management

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## TECHNICAL STACK & WFH SETUP

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- CRMs & Ticketing: Zendesk, HelpScout, Udesk, Zoho CRM, Salesforce, Xlite
- E-Commerce & Systems: 29 Next, Sticky.io, Xero, Gmail, FOX
- Collaboration: Monday.com, Slack, MS Teams, Zoom
- Hardware Profile: Core i5/Ryzen 5, 16GB RAM, 50 Mbps Fiber Internet, Noise-Canceling Headset

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## PROFESSIONAL EXPERIENCE

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### **ADMIN OFFICER (Contractual) | Sep 2025 – Apr 2026**

Smoke Alarm Integrity (Australia)

- Streamlined real estate portfolio coordination to schedule time-critical smoke
- alarm compliance audits across Australian territories.
- Authored detailed compliance reports and issued official certifications for
- properties meeting strict government safety regulations.

### **EMAIL AND CHAT SUPPORT SPECIALIST | Oct 2024 – Aug 2025**

Brown Stone Resources (USA)

- Maintained peak production metrics by resolving an average of 15 email tickets
- and managing up to 5- 6 concurrent live customer chats per hour.
- Resolved complex customer disputes and refund requests using empathetic,
- retention-focused communication strategies.

- Managed end-to-end order lifecycle updates, keeping clients informed on shipping milestones and inventory tracking.

#### **CLAIMS SPECIALIST | Oct 2023 – Sep 2024**

Claimo (Australia)

- Spearheaded financial dispute resolutions by constructing and submitting formal, evidence-backed complaints to the Australian Financial Complaints Authority (AFCA).
- Negotiated settlement terms directly with financial institutions to secure maximum allowable financial recoveries for clients.

#### **Claims Specialist | March 2022 – June 2023**

CORE Restoration (USA)

- Facilitated real-time multi-party communication between insurance adjusters, field operations teams, and corporate clients to expedite disaster recovery updates.
- Audited and organized extensive documentation trails for specialized cleaning, restoration, and asset storage accounts.

#### **CUSTOMER SERVICE TEAM LEADER | Sep 2019 – Mar 2022**

Probe Group PH (Australian Postpaid Telco Campaign)

- Supervised, mentored, and upskilled a high-performing team of 20 remote and hybrid customer support agents.
- Handling escalated chats, emails and calls.
- Conducted daily metric reviews and one-on-one coaching sessions to systematically meet and exceed stringent Service Level Agreements (SLAs).
- Acted as the primary operational bridge between senior leadership and frontline staff during complex campaign rollouts.

#### **CUSTOMER SERVICE TEAM LEADER | Oct 2014 – May 2018**

Valor Global (US Telco Campaign)

- Led an account division of 22 agents, driving high retention and productivity through

- targeted quality assurance (QA) scorecards and employee engagement programs.
- Re-engineered internal frontline workflows, leading to measurable increases in
- First-Call Resolution (FCR) metrics.

#### **SME / CUSTOMER SERVICE TEAM LEADER | Sept 2012 – Oct 2014**

Ace Global

- Managed operational performance for over 20 customer service specialist's while
- personally, handling premium account billing and payment escalations.
- Partnered with executive Subject Matter Experts to diagnose critical technical platform
- bugs and improve overall system software behaviors.

#### **COLLECTIONS & FRONT-LINE SUPPORT | Aug 2011 – Sept 2012**

Ace Global

- Fielded high-volume inbound customer requests regarding mobile service connections,
- payment arrangements, and invoice adjustments.
- Provided tier-1 technical troubleshooting for residential internet and mobile devices.