



FAITH MILLARES

CLIENT RELATIONSHIP SPECIALIST

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WORK

2018 - Present **Client Relationship Specialist,
Heavisidegroup**

- Working with customers to resolve any issues which may be preventing them from maintaining a relationship with the company
- Troubleshooting problems and resolving a range of customer issues from service concerns, billing issues, technical issues, or general questions regarding the service
- Maintains appropriate records, prepares required reports, and updates customer accounts
- Work collaboratively with a geographically dispersed team and other departments to ensure a seamless customer experience

2016 - 2020 **eCommerce VA,
Prestige Media Ltd.**

- Provide professional and efficient customer service as guided by a defined process and procedure, utilizing tools and systems, within the assigned function and scope of work
- Process all requests for order maintenance on cancellations, delays, accelerations, quantity changes, and return goods authorization after analysis of customer situation
- Tracking, correction, and processing of missing, misread, or incomplete purchase order
- Maintains and updates all records of customer profile information

INTERESTS



Reading



Traveling



Researching



Design

SKILLS

Customer Service

93%

Problem Solving

91%

Design (Canva/PS/Filmora)

88%

EDUCATION

2012 - 2016

**First Asia Institute of
Technology and Humanities**

Bachelor of Arts in
Communication,
Graduated Cum Laude