



# MAR JELLY ARAMAY

Customer Service Representative

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📍 Pampanga, Philippines

## ABOUT ME

Friendly and motivated professional with extensive experience in customer service, sales, and e-commerce support. Known for being a good listener and problem-solver who enjoys building strong relationships to boost sales while maintaining high customer satisfaction. Ready to go the extra mile to meet organizational goals.

## EXPERIENCE

Oct 2024 - Jan 2026

ASURION

### Tech - Sales Representative | Verizon

- Activating new and replacement phones for customers.
- Drove revenue growth by upselling home smart device insurance.
- Performed technical troubleshooting for home internet and mobile phone issues.

Mar 2023 - Oct 2024

TASKUS

### Customer Service Representative | Netflix

- Provided troubleshooting support for Netflix account access and streaming concerns.
- Assisted customers with billing and payment inquiries to ensure seamless service.
- Resolved customer questions and concerns efficiently to maintain account retention.

Oct 2021 - Feb 2023

SUTHERLAND

### Customer Service Representative | Amazon

- Handled high-volume e-commerce inquiries via chat, email, and phone.
- Resolved Amazon order issues including late deliveries, missing items, and damaged products.
- Processed refunds, replacements, and cancellations accurately within company guidelines.

## CORE SKILLS

- E-Commerce Operations: Expert at managing high-volume inquiries and resolving complex order issues.
- Technical Troubleshooting: Skilled in resolving account access, streaming, and hardware performance issues.
- Sales & Revenue Growth: Proven ability to drive business growth through strategic upselling.
- Multi-Channel Communication: Professional experience in chat, email, and phone interactions.

## TOOLS

- AI Tools
- CRM systems
- Google Workspace
- Microsoft Apps
- Mirakl
- Internal Software
- Obiwan
- Zendesk
- Canva