



MARIMHELL MESINA

DATA ENTRY SPECIALIST CUSTOMER SERVICE

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EDUCATION

2016-2021

RIZAL TECHNOLOGICAL UNIVERSITY

- Bachelor of Science Major in Entrepreneurship

SKILLS

- Customer Service Management
- Attention to details and accurate keyboard skills
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Email Strategy

CERTIFICATIONS

- General Virtual Assistant Course
- Social Media Management Course
- Facebook Ads Course
- Amazon Online Arbitrage Course
- Graphic Design Course
- Basic Wordpress Course
- Email Marketing Course
- Copywriting Course

PROFILE

I am almost 5 years a dedicated Data Entry Specialist and Key Entry Operator. As a professional in these fields, I have honed my skills and expertise to deliver outstanding results and make a positive impact in the digital landscape. I have also experienced customer service, managing emails and queries of the customer and following up on required documents with the clients.

WORK EXPERIENCE

Offshore Business Processing Inc

Data Entry Specialist/Customer Service 2022- PRESENT

- Enter data from source documents into prescribed computer database, files and forms
- Check completed work for accuracy and correct data when necessary
- Comply with data integrity and security policies
- Provide customers with product and service information with highest quality standard
- Research required information using available resources
- Prepare and finalize reports (i.e., End of Day Report, other reports as requested)
- Attend to client calls and meeting as necessary
- Ensure that assigned and discussed KPIs are met
- Perform other related/ad hoc tasks that may be assigned by the client or Team Leader
- Adhere to Management strategies in assisting with Data Entry-related tasks as delegated in urgent situations

Freight Processing Outsourcing Solutions Inc

Key Entry Operator 2019 - 2022

- Assisted customers with finding the right products they were looking for, and answered any questions they had.
- Responsible in collecting data such as invoices and client information. Ensuring all the key entries are complete and accurate.