

Clarissa Faye M. Mortil

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PROFESSIONAL SUMMARY

Hardworking individual focused on completing work quickly to consistently exceed targets. Reliable team member accustomed to taking on challenging tasks. Dedicated to business success.

SKILLS

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| • Customer Service | • Excellent at management skills |
| • Have a sense of urgency | • Well organized and detailed oriented |
| • Ability to work independently and as part of a team | • Willing to learn more and can prioritize things |
| • Basic to average knowledge on Excel Macro | • Average knowledge of SPSS scripting |
| • Transparent to customers | |

EXPERIENCE

Project Coordinator, Dynata Feb 2022 - Current

- Strong analytical skills with the ability to generate reports
- Set up and implement strategy for successful completion of new and on-going projects to be delivered on time, on budget and on scope. This includes project delivery timelines; effective sample plans; identifying project risks and developing risk mitigation plans; and managing changes in project scope and providing alternate solutions
- Manage all post-delivery project needs including confirming project close with key stakeholders; debriefs and creating rebound opportunities; and assuring client satisfaction
- Ensure clear communication among all groups involved in successful delivery of projects. This includes day-to-day communication with clients; coordination with other client services groups, vendors and partners; and communicating project milestones to internal and external stakeholders

Data Processor, Dynata Dec 2017 – Feb 2022

- Analyze and study given questionnaire and data
- Communicate errors or inconsistencies in the data to account managers and/or programmers
- Prepare deliverables (Excel, ASCII, SPSS, Tabulation, etc.(depending on client's specifications)
- Maintained consistent, high-level of productivity by taking initiative on projects and tasks
- Completed projects on time by applying strong project and time management skills

Technical/Customer Service Representative, Qualfon, Sept 2016 – Apr 2017

- Served customers by providing product and services information and resolving product and services problems
- Developed call handling skills
- Developed communication skills
- Diagnosed and resolved reported issues through systematic troubleshooting, and escalation procedures that augmented customer service experience.

EDUCATION

Bachelor of Science in Computer Science (2012 – 2016)
Visayas State University – Baybay City, Leyte