



[leahricabar14@gmail.com](mailto:leahricabar14@gmail.com)

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Camarin Caloocan City  
**(+63) 9507354810**

### OBJECTIVE

To obtain a position where I could utilize my education, share my theoretical knowledge and practical skills, develop my sense of responsibility, and gain valuable experiences while contributing to the success of the company.

### AFFILIATIONS

- Junior Marketing Association
  - Member (2014-2018)
- Youth For Excellent Supremacy
  - Service-Scholar (2014-2018)

### PERSONAL SKILLS

GOOD VERBAL & WRITTEN COMMUNICATION SKILLS  
 ABILITY TO WORK UNDER PRESSURE  
 ABILITY TO WORK INDEPENDENTLY OR AS PART OF A TEAM  
 ABILITY TO MULTI-TASK  
 PROBLEM SOLVING SKILLS

# LEAH AUBREY O. RICABAR

**BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION  
MAJOR IN MARKETING MANAGEMENT**

## WORK EXPERIENCE

### CUSTOMER SERVICE ASSOCIATE

**Accenture Inc.**

August 2018 – Present

- ✓ Maintains customer relationship by responding to inquiries; documenting actions.
- ✓ Prepares for customer inquiries by studying products, services, and customer service processes.
- ✓ Responds to customer inquiries by understanding inquiry; reviewing previous inquiries and responses; gathering and researching information; assembling and forwarding information; verifying customer's understanding of information and answer.
- ✓ Records customer inquiries by documenting inquiry and response in customers' accounts.
- ✓ Resolving internet, phone and email customer inquiries by performing necessary troubleshooting base on agreed projects' process.
- ✓ Forwarding and escalating inquiries to relevant individuals and departments for unresolved and out of scope problems.
- ✓ Create a ticket, manage the status of it by performing necessary actions needed to do to provide the update to the customer via email and phone call.
- ✓ Maintaining confidentiality of information.

## EDUCATIONAL ATTAINMENT

- Tertiary:** UNIVERSITY OF CALOOCAN CITY (2014-2018)  
**BSBA-MAJOR IN MARKETING MANAGEMENT**  
 23 Chrysanthemum St, Barangay 174, Caloocan, Metro Manila
- Secondary:** Camarin High School (2010-2014)
- Primary:** Camarin D Elementary School Unit II (2005-2010)

## TRAININGS AND SEMINARS

### SALES AND MARKETING STAFF

Salinas Foods Incorporation  
300 hours

### **INSIDE OUT (Develop Your Doing, Improve Your Grooming and Enhance Your Thinking)**

September 23, 2016  
Polytechnic University of the Philippines  
Taguig City

## CHARACTER REFERENCES

Darlene Angeles

**English Teacher**

Unbound-SJFCA

09952141466

Mary Grace Janoras

**Accounting Staff**

Unbound-SJFCA

09076576307

Kervee Quinto

**Senior Data Analyst**

Netsec Technologies Inc.

09171459081

## ENTREP 101: BREAKING NEW GROUNDS

SOCIAL MARKETING: A new perspective on sustainability and community development.

PROFESSION OF PROFESSIONAL SELLING

BASICS OF STRATEGIC MANAGEMENT

October 29, 2016

University of Caloocan City

Camarin Campus

## PERSONAL INFORMATION

Age	:	25
Date of Birth	:	March 14, 1998
Height	:	4'11"
Weight	:	40 kg
Religion	:	Seventh Day Adventist
Language Spoken	:	Filipino/English

I hereby certify that the above information is true and correct according to my knowledge and belief.



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**LEAH AUBREY RICABAR**  
**APPLICANT**