



# Amabelle B. Mercado

## Executive Assistant

### About Me

I am a highly skilled Executive Assistant and customer service advocate. With a strong attention to detail, I ensure projects are completed on time and with the utmost confidentiality. With more than three years of experience, I excel in providing outstanding support to clients. From administrative tasks to email and social media management, web and graphic design, and video editing, I possess a diverse skill set. Collaborate with me to achieve your goals and witness the success of your business.

### Education

**AB Mass Communication**  
Centro Escolar University | 1996 - 2000

### Skill

- Customer Service
- Digital Marketing
- Video Editing
- Social Media Management
- Web Design

### Certificate

- Certificate in Social Media Management
- Certificate in Facebook Ads
- Certificate in WordPress Freelancing
- Certificate in Shopify Freelancing

### Contact me at

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 0917-765-1625  
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### Experience

**Webmaster**  
AMW MARKETING & DESIGN  
January 2022 - Present

**Executive Assistant**  
CLEARDESK  
October 2021 - October 2023

**Rep II, Customer Service Ops**  
CARDINAL HEALTH INTERNATIONAL  
PHILIPPINES  
September 2017 - April 2019

**Customer Solutions Officer**  
CITIGROUP BUSINESS PROCESS SOLUTIONS  
January 2017 - July 2017

**Senior Process Associate**  
TATA CONSULTANCY SERVICES  
May 2014 - November 2016

**Activations Specialist**  
STARTEK  
September 2010 - November 2011

**Customer Service Representative**  
TELETECH  
January 2007 - May 2009