






CUSTOMER EXPERIENCE SPECIALIST

MARY GRACE TARCA

I am a results-driven professional with a proven track record spanning over a decade in contact centers, showcasing excellence in customer service, technical support, billing, and content moderation.

Throughout my career, I have consistently demonstrated a strong commitment to delivering exceptional service and resolving complex issues efficiently.

CONTACT

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SKILLS

- Effective communication through various channel such as phone, chat, and email.
- Strong command in English, both written and verbal.
- Empathetic Problem-Solving
- Sharp eye for detail
- Customer-centric enhancement
- Tech savvy support
- Multi-tasking
- Customer Retention

EDUCATION

NEW ERA UNIVERSITY

Bachelor's Degree in Business
Administration Major in Management
2008 - 2012

WORK EXPERIENCE

CONTENT MODERATOR (GOOGLE LLC)

Wipro Philippines | February 2022 - January 2024

- Conducted thorough reviews of user-generated content, including text, images, videos, and comments, to identify and remove content that violates community guidelines and policies.
- Documented content moderation actions, decisions, and rationale accurately and comprehensively in internal systems.
- Worked efficiently to review a high volume of content while maintaining accuracy and attention to detail.
- Participate in ongoing training sessions and workshops to enhance moderation skills and knowledge of platform policies and guidelines.

CUSTOMER SUPPORT ASSOCIATE (MASTERCARD)

Wipro Philippines | February 2017 - December 2021

- Handled inbound calls, emails, and chat inquiries from financial institutions, and merchants regarding billing related concerns.
- Guided banks and merchants through the dispute resolution process, including initiating chargebacks and providing documentation requirements.
- Updated customer account information, billing preferences, and contact details accurately in the system.
- Process billing adjustments, refunds, and credits as necessary.
- Document all customer interactions, inquiries, and resolutions accurately and comprehensively in the customer support system.

WORK EXPERIENCE

SERVICE-TO-SALES ASSOCIATE (VERIZON WIRELESS)

Teletech Novaliches | April 2016 - September 2016

- Provided comprehensive assistance encompassing account inquiries, billing discrepancies, technical support, and service activations via chat and phone calls.
- Identify opportunities to upsell and recommend relevant upgrades, add-on features, device accessories, and service plans.
- Access and navigate customer account information, billing statements, and service records using customer relationship management (CRM) systems.
- Maintained detailed records of customer interactions, inquiries, and resolutions using CRM software.

CUSTOMER SUPPORT ASSOCIATE (BANK OF AMERICA)

Teletech Quezon City | October 2012 - March 2016

- Provide accurate information and assistance to resolve customer concerns promptly and effectively via chat and inbound call.
- Assist customers with closures, balance inquiries, fund transfers, and account maintenance tasks.
- Troubleshoot technical issues and provide step-by-step guidance for resolving common online banking problems.
- Explain fee structures, service charges, overdraft fees, and penalty fees associated with deposit and savings accounts.
- Review account statements with customers to identify fee assessments and avoid them in the future.