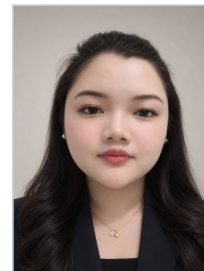


Marilyn Dela Cruz

Customer Support & Operations Specialist

Mabalacat City, Pampanga | +63 976 079 5952 | amberigudgurl@gmail.com

Portfolio: lyndelacruz.pages.dev



PROFESSIONAL SUMMARY

Customer support and operations specialist with over 8 years of experience across chat, email, and voice channels. Proven track record in handling complex order and delivery logistics for a major on-demand delivery platform, as well as customer ticketing services. Skilled Subject Matter Expert (SME) and Team POC adept at auditing call cases, leading huddles, and guiding teams to meet daily productivity and quality targets.

WORK EXPERIENCE

Customer Support Teammate – SME & Team POC

January 2018 – Present

TaskUs · Philippines

- **DoorDash SaaS McDonald's (Feb 2023 – Present):** Assist customers with their McDonald's order concerns in a timely manner.
- **DoorDash VIP Dx Premium Support, Pioneer LOB (Jun 2022 – Jan 2023):** Handled chat contacts from VIP dashers about their orders and resolved concerns promptly.
- **DoorDash Drive Dx Support (Feb 2021 – Jun 2022):** Handled chat and inbound calls on dasher delivery concerns. As SME, supported nester waves through bootcamp by cascading KB process updates, auditing call cases, and guiding teammates.
- **SeatGeek (Feb – Apr 2020) & DoorDash Cx Support (Apr 2020 – Feb 2021):** Handled web emails on event ticket concerns, then web emails, chats, and inbound calls on customer order concerns.
- **Turbo Campaign – SME & Team POC (Jan 2018 – Feb 2020):** Ensured quality by double-checking tasks before submission; prepared EOD reports, tracked team attendance and productivity, and led huddles on client process updates.

Assistant Line Leader

April 2015 – January 2018

Nanox Philippines, Inc. · Philippines

- Conducted team meetings with production operators and informed them of the daily production targets.
- Monitored workflow efficiency to ensure daily output targets were consistently met.
- Provided product updates on the work process to keep operators aligned.

EDUCATION

Vocational Course in Bookkeeping

2013 – 2015

Mary Our Help Technical Institute for Women · Mabalacat, Pampanga

Secondary Education

2010 – 2013

Camachiles National High School · Mabalacat City, Pampanga

SKILLS

Core expertise: omnichannel support (chat, email, inbound voice), case auditing and SME coaching, team huddles, on-demand order tracking, escalations and VIP support, attendance and productivity tracking

Tools: Zendesk, Salesforce, Five9, Amazon Connect, Google Workspace, Microsoft Office

Strengths: problem-solving in fast-paced setups, clear and empathetic communication, adaptability with minimal supervision

Typing: 55 WPM at 97% accuracy