

Maryah
Jessieca
Iman



about

LEADERSHIP, BILLING MANAGEMENT
& CUSTOMER SERVICE EXPERTISE

I am a results-oriented professional with expertise in leadership, billing management, and customer service. I previously led a team at Manulife Philippines, focusing on achieving goals while optimizing operations. My experience includes managing billing processes, facilitating remote sessions, and delivering top-tier service at Lufthansa. I am passionate about continuous improvement and team growth, and I strive to drive positive change and contribute to organizational success.



experiences

With nearly a decade of experience in leadership, management, and recruitment, I have developed expertise in team development, billing management, and customer service.

I've played a key role in recruitment, training, and process optimization at Civicom Pacific and Manulife Philippines, fostering high-performing teams and ensuring industry compliance.

With my passion on continuous improvement, I am eager to apply my skills to contribute to your organization's success and growth.





professional skills

I possess a diverse set of professional skills, including leadership, team management, and process optimization. I have extensive experience in overseeing billing operations, recruitment, and training programs, ensuring both efficiency and compliance.

My expertise also extends to customer service, where I excel in delivering exceptional support and handling complex inquiries. I am proficient in utilizing tools like HubSpot, Greenhouse for billing systems, and Google Suite, particularly Excel, to track and manage billing records.

My ability to adapt, lead teams effectively, and drive continuous improvement has consistently contributed to achieving organizational goals.

educational background

I graduated with a Bachelor of Science in Tourism Management from De La Salle University Dasmariñas in 2018. Additionally, I completed an Applied Master in Management, an MBA-equivalent program, through the Overseas Chinese Research & Consulting Centre, MIT Sloan Management Training Centre, and Darden Booth Management Consulting Centre in Imus, Cavite, in 2016.

This combination of academic background has equipped me with a strong foundation in both tourism management and business administration.



Spell of Kindness



Thank you for taking the time to review my portfolio. I look forward to the opportunity to discuss how I can contribute to your team.

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