

MA. LOURDES GRACE MARIANO

CSSYB, CSSWB

Client Specialist

Passionate. Dedicated. Heart-driven.

I believe in the power of *genuine connections and heartfelt service*. With over a decade in project management, client relations, and research, I treat every project with care — ensuring my clients feel heard, valued, and supported.

I am a graduate of *BS Mass Communications*, double major in *Broadcasting and Journalism*, which sharpened my skills in communication, research, and content creation.

As a certified *Yellow Belt in Six Sigma*, I bring a structured, efficient, and results-focused approach to every project, ensuring measurable outcomes for every client I support.



EDUCATION

2002-2007

Philippine Christian University

- Bachelor of Science in Mass Communication
Double Major in Broadcasting & Journalism

CERTIFICATIONS

- **Lean Six Sigma Yellow Belt** (2025)
- **Lean Six Sigma White Belt** (2020)

SKILLS

Project Management	98%
Microsoft Office	97%
Google Workspace	95%
Video Editing	96%
Research	98%
Presentations	97%
Database Management	97%
Analytics	98%
Creativity	100%

PORTFOLIO

- [VIEW: My Portfolio](#)

EXPERIENCE

2021-Present

CLIENT SPECIALIST

Project Manager | Researcher | Video Editor

- Delivers complex projects end-to-end with exceptional quality, driving measurable results and exceeding client expectations.
- Provides sharp research and strategic insights that improve decision-making, streamline execution, and strengthen outcomes.
- Produces professional, engaging video and content assets that enhance storytelling and elevate brand presence.

2020-2021 | Teletech

REPORTS ANALYST

- Partners with clients to drive impactful transformation, optimize tools, and streamline workflows for exceptional outcomes.

2014-2020 | Teletech

DATA & BILLING SPECIALIST

- Drives daily operations to ensure client compliance and process optimization.
- Mentors and develops a high-performing team.