

JEMARIE



CONTACTS

Phone Number:

Telephone Number:

Email:

Address:

PERSONAL DETAILS

Date of birth:
September 27, 1996

Nationality:
Filipino

Marital status:

Single
SKILLS

Written and verbal
communication skills
Positive attitude
Flexibility
Word processing skills
Spreadsheet orientation
and tracking skills.
Organizational skills

ABOUT ME

28 years of age, male.

Good in oral and written communication and organizational skills, proficient in oral and written Tagalog or English.

Highly motivated with strong work ethic, available as need for training, travel, overtime, etc.

Computer Literate: Software's familiar with Windows applications such as MS Word, Excel and Power Point. Familiar with Internet Surfing.

EDUCATION

High School Diploma

(2010-2014)

Bachelor of Science in Psychology

(4th year undergraduate)

EXPERIENCE

(IT SERVICE DESK ANALYST)

January 2024 – January 2025

- Open, log, prioritize, assign, close tickets logged in the IT Service Desk
- Query the User for all relevant information concerning the call made on the issue reported by the user.
- Attempt to resolve the defined inquiries while on the telephone, to meet the agreed upon Service Level for First Call Resolution
- Re-route misdirected Calls.
- Escalate tickets not resolvable by SD, in accordance with client's escalation procedures.
- Provide status updates on Tickets to users.
- Reopen Ticket / Create new ticket for follow up if the user indicates that the inquiry was not resolved to their satisfaction.
- Able to make sound decisions and work with minimal supervision.
- Excellent interpersonal skills to foster cooperation among users, support teams and peers.

Handling a voice account, and if required, additional contact channels as well such as Chat, Email, Self Service Tickets; Tools - Service Now, AD, RAVPN, Five9, Avaya, Ms Office, O365 environment, Cerner, Krono.

E-commerce Account (Non-voice/Chat Support Customer Service)
May 2023 – September 2023

- Respond to customer inquiries and provide assistance through live chat, handling maximum 50 chats per day.
- Analyze customer issues and provide innovative solutions while adhering to company policies and guidelines.
- Handle customer escalations and challenging situations with a calm and composed demeanor, ensuring customer satisfaction is upheld.
- Handle customer concerns, complaints, and feedback professionally and empathetically, aiming to achieve satisfactory resolutions.
- Experienced three LOB's (After sales, Promotions, and Escalation Team.)

Customer Service Representative (HealthCare)
October 2022 - April 2023 (Solutran)

- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Processing orders, forms, applications, requests, and scheduling utility payments.
- Keeping records of customer interactions, transactions, comments, and complaints.

Customer Service Representative (HealthCare)
February- July 2022

Process their billing and claims.
Updating and Sending claims to the Patient Insurances
Improve Patient Retention by Responding to Patient Expectations
Track Patient Interactions and Analyse Key Metrics
Able to communicate in a variety of languages and sensitive to cultural differences.

May-August 2021
Cashiering

- Ensures accuracy and authenticity of cash, checks, credit cards, and gifts.
- Operates the POS with sufficient knowledge of cash operations and company policies.
- Ensures accuracy of the price of merchandise and forms of payment in the POS terminal.
- Ensures discounted items are punched in properly based on the percentage discounts and promotions.

August-November 2021
Inventory

- Responsible for the monitoring, control and accurate inventory at the warehouse including shrink and throwaways.

November-December 2021
Receiving Clerk

- Responsible for the accurate counting of items delivered at Receiving Area.
- Counts and notes down items accurately.
- Scans each item if linked with the system and if matched with the Purchase Order Receipt.
- Lists down bar code number, expiration date and total quantity delivered.
- Fills out BINTAG completely.
- Ensures that each pallet is properly labelled with the corresponding BINTAG.
- Uses approved S&R pallet.
- Ensures proper hand wrap of merchandise before releasing it to the selling area.