

ROY JACOB BALMACEDA

CONTACTS

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EDUCATION

BACHELOR OF TECHNOLOGY

*Technological University Of
The Philippines, Taguig City*
2017

SKILLS

Competent user of Microsoft
Office applications including
Word, Excel, Outlook,
PowerPoint

Circle leader at Probe,
responsible for rotas,
customer experience and
training new agents.

ABOUT ME

To pursue a job securing a position that will lead to a lasting working relationship and to obtain a position that will enable me to use my strong organizational skills, educational background, and ability to work well with people.

WORK EXPERIENCE

JUNIOR DESIGNER

Suprimetech, Taguig City

JAN - 2017

JUL - 2017

- Gather and document functional requirements for upcoming projects.
- Develop ideas keeping in mind client's needs, building's usage and environmental impact.
- Ensure that all works are carried out to specific standards, building codes, guidelines and regulations.
- Cooperate and liaise with construction professionals.

COLLECTIONS REPRESENTATIVE

Teleperformance - Ayala, Makati City

AUG - 2017

AUG - 2018

- Answer customer questions regarding problems with their accounts.
- Locate and notify customers of delinquent accounts by mail, telephone, or personal visits to solicit payment.
- Advise customers of necessary actions and strategies for debt repayment.

SUBJECT MATTER EXPERT

Probe, Taguig City

AUG - 2018

PRESENT

- Providing knowledge, resources, and information to support agents.
- Address customer's concerns accurately and timely.
- Assist advisors with material requests and account updates.
- Coaching and training agents on improving Customer Interaction and offering advisors guidance.
- Show a comprehensive knowledge of products and services and their competitive advantages through continuous self-improvement and following quality standards.