

ALBERT MERCADO MAGPANTAY II

BLOCK 12 LOT 6, PHASE 2
VERAVILLE ARCADIA TOWNHOMES,
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OBJECTIVE - To have a successful career and be a member of an organization that values excellence, productivity, innovation, integrity, and teamwork.

RELATED COURSEWORK:

Human Resources, Customer Service

TARGETPEST TERMITE & PEST CONTROL SERVICES

DISINFECTION/PEST CONTROL TECHNICIAN

August 2019 to Aug 2021

- Provides termite and pest control services as well as sanitation/disinfection to various residential, commercial and industrial accounts.
- Accomplishes service completion report of various accounts after every treatment.
- Performs administrative works such as monitoring and recording of daily attendance and reports of technicians.
- Handles the monthly submission of reports for critical accounts.
- Provides feedback of treatment done to management for improvement and account retention.

THE PHILIPPINE AMERICAN LIFE AND GENERAL INSURANCE COMPANY

CUSTOMER CARE OFFICE

POLICYOWNERS SERVICES CLERK II

PAY GRADE - 8

Year 2009 to 2017

- In charge of receiving all incoming complaints cases and tagging them in the system for proper control and documentation of the cases.
- Provides pre-analysis and recommendation before assigning each cases to the processor.
- Provides daily feedback report of all pending and resolved cases to management.
- Handles straightforward complaints cases and sends resolution letters to clients.
- Handles sending of letters to clients acknowledging their complaints and provides reference numbers for their proper monitoring.
- Handles office supplies requisition.
- Handles the weekly request for funding of checks.
- In charge of making follow-ups of the cases to the process owners.

WORKSITE ACCOUNTS SERVICES DEPARTMENT

ACCOUNTS SERVICES CLERK

PAY GRADE -7

Year 2006 to 2009

- In charge of receiving and tagging of remittances from various franchises and assigns them to allocators.
- Prepares the admin fees for the franchises.

CORPORATE SERVICES DEPARTMENT-MAILING SECTION

OUTGOING MAILS CLERK

PAY GRADE - 5

Year 2003 to 2006

- In charge of sending mails/documents and other office supplies to various branches of Philam Life via couriers.

CORPORATE SERVICES DEPARTMENT-PRINTING SECTION

PRINTING OPERATOR

PAY GRADE - 3

Year 2000 to 2003

- In charge of printing various forms and sales materials for Philam Life.

CORPORATE SERVICES DEPARTMENT-MAILING SECTION

SHUTTLE MESSENGER

PAY GRADE - 2

Year 1999 to 2000

- In charge of delivering mails/documents to various departments.

EDUCATIONAL ATTAINMENT:

FAR EASTERN UNIVERSITY	BS in Psychology	1998
COLEGIO de SAN JUAN de LETRAN	High School Education	1993
COLEGIO de SAN JUAN de LETRAN	Elementary Education	1989
CIVIL SERVICE COMMISSION	Career Service Sub-professional	May 24, 1998

SKILLS: Computer literate, proficient in oral and written communication, keen to details and able to do work with less supervision and goes the extra mile if needed.

PERSONAL INFORMATION:

Birth date:	February 28, 1977
Birthplace:	Quezon City
Religion:	Roman Catholic
Height:	5'4
Weight:	145 lbs.
Interests:	Music, Movies, Bitcoin Trading
Traits:	God Fearing, Friendly and Hardworking