



# ALMA M MERGAL

## CUSTOMER SERVICE REPRESENTATIVE

### CONTACT ME AT 09278741353

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Project 4 Quezon City

 almamergal@gmail.com

### SKILLS SUMMARY

- Accounting
- Customer Service
- Inventory
- Leadership
- Staff and User Training
- Process Improvement

### PERSONAL PROFILE

I am an Accounting Undergraduate with holistic knowledge of payroll and taxation. I am also experienced in coordinating with documents related to business.

### WORK EXPERIENCE

Underwriter/Loan Officer ACQUIRE March 22, 2021 Up to Present

- Gathering all documents needed, analyzing bank statement and cash flow, investigating loan records.
- Approves Loan when deemed eligible.

#### Customer Service Representative

Teleperformance March 2016- October 2020

- Resolve immediately guest complaint
- Provides necessary resolution
- Contact the hotel manager for the resolution regarding guest complaint.

### EDUCATIONAL HISTORY

#### ICCT College

Accountancy May 2012- September 2012

- Studied Accountancy

#### Polytechnic University of the Philippines

Banking and Finance June 1994- September 1996

- Studied Bank Laws, Currency, Bank Institutions, Policy and Stocks.