

JAH-MEI ANGELIQUE P. PUN

CUSTOMER SERVICE SPECIALIST & THIRD PARTY COLLECTOR

CONTACT

🏠 Angeles Pampanga, 2009
Philippines

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LANGUAGE

TAGALOG / FILIPINO

Mother Language

ENGLISH

*Professional working proficiency
Writing / Speaking / Listening*

SKILLS

Debt collection

Negotiation

Customer Service

INTERESTS

Travel

Film

OBJECTIVE

To be working for a company that cultivates growth and learning with fair compensation.

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE 2023 - present

IQOR, Bertaphil Clark Pampanga Philippines

- Attends on General Billing and Technical questions of US based customers.

THIRD PARTY COLLECTOR 2022 - 2023

CBE Companies, Taguig Philippines

- Collecting debts aging from 5 to 20 years, explaining - basic billing questions of consumers.

CUSTOMER RESOLUTION EXPERT 2018 - 2022

Alorica Cyberpark Place Tower 2, Cubao Quezon City Philippines

- Receives and resolves escalated account issues, call quality review, performance report presentations for business review, and analyzing call behaviours that impacts sites performance.

CUSTOMER SERVICE REPRESENTATIVE 2015 - 2018

Concentrix Spark Place, Cubao Quezon City Philippines

- Answers Billing and Technical query of UK based customers.

EDUCATION

COLLEGE UNDERGRAD OF PROGRAMMING 2013 - 2015

Next Generation Technological College, Plaridel Bulacan PH

SECONDARY EDUCATION 2008 - 2012

Engr. Virgilio V. Dionisio Memorial High School, Pulilan Bulacan PH

CHARACTER REFERENCES

Ma. Millenny Lex Millionic – Alorica for a year

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