



Mark Joseph Cailao

To do something valuable to the organization in a way that will enable me to use my skills and knowledge to provide an opportunity for professional development.

WORK EXPERIENCE

Account Specialist

Oct 2021 - Present

Primewater Infrastructure Corporation

- Regular Monitoring and maintains the record of accounts such as active, inactive, and top accounts/key accounts.
- Helps develop and strategize plans and ensures to achieve monthly target in Billed Volume, Revenue Water, Collection Efficiency, Active Service Water Connections, and After sales.
- Performs site inspection and handle walk-in customers and customers complaint onsite. Visit barangays, top and government accounts assigned to each cluster.
- Verifies and reclassifies rate code of residential accounts to commercial accounts.
- Conducts benchmarking activity and proposes potential areas of expansion. Conducts site inspection of new water service connection.
- Responsible for resolving overdue bills and collection payments for top commercial accounts.
- Assists in analysing and verification reasons/causes of billing concerns and top complaints.

Customer Care Representative

Dec 2020 - Oct 2021

Primewater Infrastructure Corporation

- Handling customer complaints, provide appropriate and alternative solutions.
- Ensure customer satisfaction and provide professional customer support.
- Manage emails, social media accounts and all incoming phone calls.
- Processing new water connection applications and requests.
- Maintain customer records by updating account information.

Technical Staff

Aug 2018 - Oct 2020

Honda Philippines Incorporation - Logistic Department

- Updating and monitoring of In-House and Imported no goods motor.
- Preparing and gathering data for weekly and monthly reports.
- Claim Parts Delivery Receipt (CPDR) Processing.
- Filling of Documents.

REFERENCES

Mrs. Maria Graciela R. Bucad

Associate Dean, Batangas State University JPLPC-Malvar
gracerbucad@gmail.com
0998-563-2507

Mr. Rico Bautista

Senior Supervisor - Logistic Department, Honda Philippines Incorporation
ricobautista.lgs@hondaph.com
0917-880-4490

Mrs. Chrishelda Cazandra Charol Nardo

Technical Head, Prime Water Infrastructure Corporation
chrishelda.nardo@primewatercorp.com
0917-807-0931

CONTACT DETAILS

San Felix, City of Sto. Tomas, Batangas

mark.jcailao@gmail.com

09062866883

EDUCATION

Bachelor of Science in Information Technology Major in Management Information System

Batangas State University JPLPC-Malvar
Malvar, Batangas
June 2014 - June 2018

SKILLS

- Computer Literate with Knowledge in Microsoft Office Applications.
- The ability to accept criticism and work well under pressure.
- Patience and the ability to remain calm in stressful situation.
- Can work with less supervision.
- Assignment Delegation.
- SAP Proficient.
- Driving.

CERTIFICATE OF RECOGNITION

- Outstanding Performance in Marketing of the New Connection Promo (November 2021)
- Best in Current Collection of Commercial/Key Accounts (December 2022)