



JOANN RONIO

PROFILE

I am motivated, resourceful, and dedicated to making a positive impact and helping the organization achieve success. I am positive that my several years of experience and expertise will be of great value to the team.

CONTACT

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[LinkedIn](#)

SKILLS

- Excellent verbal and written communication skills
- Strong decision-making, customer service and problem-solving skills with meticulous attention to details
- Works well under pressure and meets tight deadlines
- Ability to multi-task, be self-directed, and work with minimal supervision
- Self-motivated & performs well in a team environment
- Ability to provide professional and interpersonal communication when interacting with others
- Strong knowledge of computer software systems such as Microsoft Office, including using and creating spreadsheets and databases

WORK EXPERIENCE

Accounts Specialist | Singapore Cards & Australia Cards HSBC Electronic Data Processing Philippines Inc.

Diliman, Quezon City
July 2022 – present

- Responsible for ensuring all customer's account details are correct and up to date through effective management of emergency/high-risk, and regular planned maintenance processes.

Telephone Banker | UK Contact Centre HSBC Electronic Data Processing Philippines Inc.

Alabang, Muntinlupa City
January 2018 - July 2022

- Provide 'world-class' service excellence to clients by offering consistent telephone banking experience
- Attend to both inbound & outbound telephone calls in accordance with the standard operating procedures
- Processing of online banking transactions which include financial entries & data maintenance

Customer Service Representative | Voice & Non-Voice Synchrony Global Services Philippines Inc.

August 2013 – November 2017

- Handles customer queries in a professional, courteous manner.
- Provides accurate information to the customer and explains complicated products and policies so the customer can understand.

Telesales Specialist | Inbound & Outbound Stream Global Services Philippines Inc. (eTelecare)

Alabang, Muntinlupa City
May 2010 – July 2013

- Handles customers' inquiries, offers the best available cellular packages with alternatives, and introduce new product and services

EDUCATION

National College of Science and Technology

Dasmariñas, Cavite
June 2005 – March 2009
Bachelor of Science in Computer Science

Cavite State University – Science High School

Indang, Cavite
June 2001 – April 2005

Banaba Lejos Elementary School

Indang, Cavite
June 1995 – March 2001