

CALVIN RAMOTA

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 9 Alcantara Compound
Banlat Road, Tandang Sora,
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EDUCATION

TANDANG SORA NATIONAL
HIGH SCHOOL

High School Graduate

2011 - 2015

SKILLS

Customer Relation

Microsoft Excel

Decision Making

Critical Thinking

Adaptability

Time Management

Attention to details

PROFILE

I am a dedicated, organized, and methodical individual. I have good interpersonal skills, am an excellent team worker, and am keen and very willing to learn and develop new skills. I am reliable and dependable and often seek new responsibilities within a wide range of employment areas. I have an active and dynamic approach to work and getting things done. I am determined and decisive. I identify and develop opportunities.

WORK EXPERIENCE

RISK INVESTIGATOR

Remitly Inc. | June 2020 - Present

Observe customer transactions to identify fraudulent activities such as account takeover, friendly fraud, and theft. Identify suspicious activities and unusual patterns that could result in fraud including but not limited to AML issues and activities reported by other staff members.

- Deep dive review for transactions to ensure that clients are using our service within company policy and ruled out potential fraud risks to protect clients' money.
- Become part of Floor Walkers where we get to assist new hires during their nesting period to help them master the review process and ensure easy and fast adaptability in reviewing process.

QUALITY ASSURANCE APPRENTICE

Continuum - CVS account | September 2019 - June 2020

Responsible for monitoring, inspecting, and proposing measures to correct or improve a company's final products and processes in order to meet established quality standards.

- Call listening and audit for agents to ensure that everyone is following the standard processes
- Weekly calibration with other QA across company sites and offer new ideas to improve the quality of the process.

OUTBOUND SALES & SUBJECT MATTER EXPERT

Sitel Philippines - Bell Canada Account
| June 2016-September 2019

I did outbound sales for telco products (TV, Internet, and phone) for 1 year and 6 months then got promoted to Subject matter expert for the same product where I handled new hires and trained during their nesting period.

- Proactively call the customer to upsell Telco products.
- Guide new hires during their nesting period to ensure they adapt to the company process and hit the target KPIs.