JENNY MARIE A. MACANTAN

**CUSTOMER SERVICE REPRESENTATIVE**

**BACK OFFICE (ESCALATIONS)**

**COLLECTION SPECIALIST**

## Customer Service Representative

## LOB: Financial/Billing (Pitney Bowes US&UK)

## Back office (Escalation Department)

## LOB: Financial/Billing (Pitney Bowes UK)

## Company name: SITEL (03/2012-11/2013) Cybermall Eastwood City Libis QC

## Customer Service Representative

## LOB: Financial/Billing (DIRECTV US)

## Company name: CONVERGYS (01/2014-05/2014) MDC100 Eastwood City Libis QC

## Collection Specialist

## LOB: Collection US

## Company name: GC SERVICES

(10/2016-02/2017) Ortigas Building Sapphire Street Meralco Avenue Pasig City

Work Experience

**Address: Unit H No.26 Albany St., Cubao Quezon City**

**Contact number: 09482478768**

**Email:** jennyeiram.senamrop@gmail.com

**Age: 27 years old**

**Birthdate: 10/26/1990**

**Height: 5’5**

**Marital Status: Married**

**Nationality: Filipino**

Personal Information

**06/2008 – 04/2011**

**Computer Based Accountancy (Bookkeeping NCIII)**

**ComSkill Learning Institute (former AMA Computer College) Candelaria Quezon**

**06/2007 – 11/2007**

**Computer Science**

**Manuel S. Enverga University Foundation, Candelaria Quezon**

**06/2002 – 03/2006**

**Manuel S. Enverga University Foundation. Candelaria Quezon**

Educational Attainment

**AMERICAN INSTITUTION FOR ENGLISH PROFICIENCY**

 **(05/2011-08/2011)**

**Topics:**

* **Pronunciations and grammar**
* **Proficiency and accuracy**
* **Assessments and Recommendations**

TRAINING

Jenny Marie A. Macantan

I hereby certify that the above information are all correct and accurate.

**Rivo Bergantiños**

SITEL Learning Specialist

09281451808

**Mark Aggabao**

CONVERGYS Human Resources

09337354774

**Esttefany Getubig**

GC Services Human Resources

Esteffany.Getubig@gcserv.com

**Charlotte Dela Cruz**

GC Services Human Resources

Charlotte.DelaCruz@gcserv.com

References

**Computer Technician**

TESDA (2009-2011)

**On the Job Training**

Municipality of Candelaria

Office of the Vice Mayor

OJT (10/2010)

Training

Highly skilled, customer-centric and well-experienced call center agent with great communication, organization skills, enthusiastic and positive approach to work seeks to establish a career with a company desirous of building a solid team of agents to manage inbound and outbound campaigns.

* Great communication skills

I can establish a rapport with customers and get them to be more at ease or comfortable on the line.

* Ability to do multitasking
* Great people skills

I am able to maintain my composure and have the ability to re-direct the negative energy of the customer into a positive direction.

* Ability to manage stressful situations
* Ability to work with a team
* Punctual
* Driven to meet or surpass prescribed metrics

Objectives

Skills