

## Carmil M. Ignacio

321 Bayabas St. Cembo, Makati City 1214

(+63) 998 214 7918

[carmilmignacio@gmail.com](mailto:carmilmignacio@gmail.com)

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**Objectives** To share my knowledge and skills to the company, and to gain experience for professional reference.

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**Education** *MA Montessori School Inc.*  
*High School, SY. 2010 - 2014*

*New Era University*  
*Bachelor of Science in Psychology, SY. 2015 - 2016*

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**Professional Experience**

**Alorica Inc.**  
**Credit Card Financial Officer** (May 2022 – May 2023)

- Supports customer by providing helpful information regarding credit card management, payments and promos
- Responds to urgent customer issues like lost and stolen cards
- Processes cash loans, credit limits, balance transfer and other related credit card requests
- Identifies fraudsters through active listening
- Reports case logs via CRM tool

**ARB Call Facilities**  
**Loan Originator** (May 2020 – May 2021)

- Calls clients to evaluate if they are qualified loan applicants
- Supports customer by providing helpful information
- Answers customer questions and inquiries regarding cash loans being offered by the company
- Creates documentations of call logs via tool/system

**Valor Global Inc.**  
**Customer Service Representative** (April 2019 – April 2020)

- Supports customer by providing helpful information
- Answers customer questions and inquiries regarding telco, devices, and account issues and concerns
- Responds to client complaints
- Reports case logs via web app

**ProbeCX The Curve**  
**Customer Service Representative** (May 2018 – April 2019)

- Updates clients' reservation regarding car rentals
- Supports customer by providing helpful information
- Caters customer inquiries and modifications in dates and/or cars of their initial application
- Forwards date, time, car details, and destinations to next department

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**Special Skills**

- **Knowledgeable in Microsoft Office Applications**
  - Word, Excel, PowerPoint, Outlook
- **Knowledgeable in Photo Editing Applications**
  - Canva, PicsArt
- **Good computer and network troubleshooting**
- **Good keyboarding / typing skills**
- **Internet research and technical writing**

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**Personal Information**

*Age:* 25 years old

*Religion:* Iglesia Ni Cristo

*Height:* 149 cm.

*Weight:* 48 kg.

*Civil Status:* Single

*Languages Spoken:* English, Filipino

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**Character References**

**Jennifer Abalo**  
**SME (Alorica Inc.)**  
**+639466234412**

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