

GILLIAN CLAIRE TOLENTINO

Customer Service Specialist

I aim to apply my skills and abilities in the day to day function of the team or the company I will work with. To make use of my interpersonal skills, to achieve the goals of the company that focuses on customer satisfaction and customer experience. I also aim to comply with all the standards and policies applicable to my duties.

WORK EXPERIENCE

VIRTUAL PROPERTY MANAGER 2020-2023

Magnolia Property Management

- I was assigned in the Collections Department; I would follow-up on homeowners that have past dues on their HOA fees and those who have payment plans or 209 letters
- Assisted homeowners in setting up a payment plan
- Worked with property managers in collecting HOA fees from homeowners of different HOAs.

CUSTOMER SERVICE REPRESENTATIVE 2017-2020

SupportNinja Inc., (DentalSave)

- Assisted customers in making payments and renewing their policies
- Helped customers look for dental providers that participate with DentalSave near their areas and mentioned to them the fee schedule for each dental practices
- Handled emails sent by dental practitioners and processed their documents if they want to participate in the plan or if there are changes with their dental providers

COLLECTIONS AGENT 2015-2017

iQor (Synchrony Bank)

- Contacted customers to ask about their overdue payments
- Helped customers by offering payment plans to those who were behind their payments
- Updated account status records and collection efforts
- Took actions to encourage customers on timely debt payments

EDUCATION

ANGELES UNIVERSITY FOUNDATION 2013-2015

Bachelor of Science in Medical Technology
Undergraduate



CONTACT

✉ gcdtolentino2022@gmail.com

☎ +639672968206

Skype live:.cid.d8dad8e227cd365f

📍 180 San Pablo, Magalang, Pampanga

EXPERTISE

- Email and chat communication
- Online research
- Inbound and outbound calling
- Data entry

REFERENCES

Jeizel Manarang

HR | Magnolia Property Management
+639998171517

Sarah Soliman

CSR | iQor
+639491485576

Jason Crisostomo

Team Manager | SupportNinja Inc.
+639154578506