

IRISH MAE C. TUNG PALAN

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A detail-oriented and highly driven individual seeking for a virtual assistance position to provide exceptional support to small businesses, clients and coaches with their project, email and social media management. Proven experience in customer service and administrative support to ensure high quality service and timely results. Strives in a fast-paced, virtual environment with or without team supervision with the ability to master new skillsets and technologies.

EXPERIENCE

JULY 01, 2015 – PRESENT

REWARDS REDEMPTION OFFICER – JUNIOR ASSISTANT MANAGER 3,
BDO UNIBANK, INC.

Duties:

- Respond to and address customer requests pertaining to Rewards redemption request received thru all channels. Call Center, correspondence and endorsements from other departments within established turnaround time.
- Correct demographics for rejected airline mile transfer if needed.
- Gain expertise in using rewards system like CRTS for account maintenance and actual redemption
- Resolves cases in CRM or RMS tracking tools to ensure 100% processing of redemption turn-ins.
- Be knowledgeable on the different policies and conditions per cards reward program.

DECEMBER 1, 2014 – JUNE 21, 2015

ACCOUNTS SPECIALIST-TEAM LEADER, BANK OF THE PHILIPPINE ISLANDS

Duties:

- Responds to customer inquiries and provides a speedy and thorough resolution to customer issues and problems or refers to appropriate function or personnel.
- Handles escalated and unresolved calls from less experienced representatives.
- Provides input into hiring decisions and performance appraisals.
- Supervises the activities of customer service representatives in accomplishing customer care goals
- Identifies problems, troubleshoots and provides advice to assist users
- Coordinates with other departments or functional areas to resolve customer problems when necessary.

DECEMBER 16, 2010 – NOVEMBER 30, 2014

ACCOUNTS SPECIALIST-TEAM MEMBER, BANK OF THE PHILIPPINE ISLANDS

Duties:

- Manage endorsement requests and change requests from clients.
- Accountable for reducing delinquency for assigned accounts.
- Providing customer service regarding collection issues, process customer refunds, process and review account adjustments, resolve client discrepancies and short payments. Responsible for monitoring and maintaining assigned accounts- Customer calls, account adjustments, small balance write off, customer reconciliations and processing credit memos.
- Reconcile customer disputes as they pertain to payment of outstanding balances that are due
- Ensure client deliverables are in accordance with company standards
- Coordination with the branches for updating accounts
- Reconcile and analyzes balances of accounts and prepares adjustments if necessary.

EDUCATION

APRIL 2010

BACHELOR OF SCIENCE IN NUTRITION AND DIETETICS, POLYTECHNIC UNIVERSITY OF THE PHILIPPINES, STA. MESA, MANILA

Nutrition and Dietetics Licensure Examination, August 2010, Passed

MARCH 2006

FOURTH HONORABLE MENTION, SUMULONG MEMORIAL HIGH SCHOOL, ANTIPOLO CITY

SKILLS

- Customer Service
- Administrative Assistance
- Organizational Skills
- Interpersonal Skills
- MS Office
- Google Workspace
- Quickbooks

TRAININGS/SEMINARS ATTENDED

- E-courses from BDO, January to March 2023: AMLA 102-108, Business Continuity, Social Media Awareness
- FVA Business Consultancy Corporation, March 2023: Online Bookkeeping Course Certification
- FVA Business Consultancy Corporation, April 2022: How to Work as a Virtual Assistant Certification
- FVA Business Consultancy Corporation, April 2022: Introduction to Real Estate Virtual Assistance (REVA) Certification
- Freelance Academy, April 2022: E-Commerce Course Certification
- DRIVEN Marketing Group, Inc., October 2018, Leaders' Path Seminar
- DRIVEN Marketing Group, Inc. July 2017, Real Estate Sales Agent Orientation (DRIVEN Cares)

AWARDS/ACHIEVEMENT

- Service Fulfillment Unit – 102% Achievement Certification, BDO Consumer Lending Group – Credit Cards Issuing 2016

CHARACTER REFERENCES

Shielah M. Becares

BDO Unibank Inc
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