



Janine Kyrstel Bangot

PERSONAL INFORMATION

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KEYWORDS

client service technical support coaching mentoring administrative support

PROFESSIONAL EXPERIENCE

Policy Support Officer II

6 Oct 21 - 4 Jun 25

QBE Insurance Group Ltd. | Cebu City, Philippines

- **Regulatory & Policy Compliance:** Ensured 100% adherence to laws, industry codes, and internal policies, with proper escalation of issues when necessary, performed QA audits on processes to verify compliance and accuracy.
- **Client & Cross-Functional Support:** Maintained strong client relationships and collaborated with internal teams to resolve inquiries related to products, processes, and policies.
- **Administrative & Data Management:** Handled documentation, processed transactions and reports, performed clerical tasks, and maintained accurate system records in line with established procedures.

CSA II (Technical)

7 Dec 15 - 30 Sep 20

Centurylink, Sykes Asia Inc. | Cebu City, Philippines

- **Support & Guidance:** Provide accurate and timely information, address customer concerns, assist with material requests and account updates, and coach agents to improve interactions. Perform QA audits by listening to agent calls, and coach agents to improve interactions.
- **Content & Product Expertise:** Ensure content accuracy while demonstrating strong product knowledge, competitive advantages, and a commitment to self-improvement and quality standards.
- **Operational Flexibility:** Work in rotational shifts and contribute to team success through training, resource sharing, and consistent support.
- **Provide technical and network problem resolution** to end-users (customers) by performing a question diagnosis while guiding users through step-by-step solutions.

EDUCATION AND TRAINING

Bachelor of Science in Hospitality Management
University of Science and Technology of Southern Philippines | Claveria, Misamis Oriental
Major in Hotel and Restaurant Management

1 Jun 10 - 30 Apr 15

High School
Santo Nino High School | Gitagum, Misamis Oriental
St. Paul School (*Caritas Christi Urget Nos*)

1 Jun 05 - 31 Mar 09

ABILITIES

business processes	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
contract management	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
operational support	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
training and mentoring	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
quality controls	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
client service	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>

PERSONAL SKILLS

- Other skills
- Teamwork and collaboration
 - Training and mentoring
 - Quality controls
 - Support services
 - Technical support
 - Document management
 - Communications support
 - Customer service
 - Office administration