JAYNARD MANANGAN

Team Leader/ Customer Service

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SUMMARY

Dedicated and customer-focused Customer Service Professional with 5 years of experience in handling customer inquiries, resolving concerns, and providing excellent support across various channels. Skilled in communication, problem-solving, conflict resolution, and building positive customer relationships. Proven ability to work efficiently in fast-paced environments while maintaining professionalism and a high level of customer satisfaction. Adaptable, reliable, and committed to delivering quality service and achieving team and company goals.

WORK EXPERIENCE

Team Leader Hub Support- MVP Asia Pacific Inc. **April 2024 - Present**

- Handle inbound and outbound calls, assist customers with inquiries, resolve concerns, and provide accurate information about our services.
- Reviewed recorded calls and chat transcripts weekly to ensure adherence to compliance and service standards.
- Conduct service-related call campaigns, including warranty reminders, special offers, and promotional events, to increase workshop bookings.

Teammate - TaskUs **Jan 2022 - April 2024**

- Identifies and reports any discrepancies, inconsistencies, or potential fraudulent activity.
- Escalates complex or high-risk cases to appropriate personnel.
- Maintains accurate records of verification results and related documentation.

Seller Support Advisor - Concentrix **Apr 2021 - April 2022**

- Advocated for sellers and provided feedback to enhance selling process for overall improvements.
- Provided sellers with accurate information concerning platform policies for sales, database issues, and listing inaccuracies.

EDUCATION

Bachelor of Science in Criminology **June 2019 - 2021**

- Jose C. Feliciano College Foundation

Duquit High School **June 2018 - 2019**

- SHS (STEM) Science, Technology, Engineering, and MathematicsFinal

KEY SKILLS

- Communications
- Collaborative
- Adaptability
- Training
- Problem-Solving
- Time Management
- Relationship Management
- Customer relationship management (CRM)