



# JERAMI PARULI

## PROFILE

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Entry-level or junior data entry jobs involve entering, updating, and maintaining data in computer systems, and minimal prior experience is required. Key tasks include typing information accurately, verifying data, and managing digital files. Essential skills include fast typing, attention to detail, and basic proficiency in office software like Excel. These roles are a foundation for building experience in data management and administrative functions.

## CONTACT

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## EDUCATION

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2013 - 2017

HOLY ANGEL UNIVERSITY

- Bachelor of Science in Information and TechnologyBachelor

## SKILLS

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- Effective written and verbal communication skills.
- Teamwork
- Time Management
- Leadership
- Critical Thinking
- Email (mail merge, filters, folders, rules)

## LANGUAGES

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- English (Fluent)
- Filipino (Fluent)

## WORK EXPERIENCE

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- **TASK US**

APRIL 2018 -MARCH 2019

**NON-VOICE AGENT (TURBO ACCOUNT)**

- Non- Voice Agent (Turbo Account)
- Gathering information and data
- Inputting the correct data of an Autonomous Vehicle
- Communicating with the client for an updates or changes of the tasks
- Attached files and send it to the client

- **SUTHERLAND GLOBAL SERVICES**

AUGUST 2019- NOVEMBER 2021

**CUSTOMER SERVICE & TECHNIAL SUPPORT REPRESENTATIVE (AMAZON ACCOUNT)**

- Answering customer questions about the company, products, or services
- Resolving customer complaints
- Directing customers to the right department or supervisor
- Taking orders or processing payments
- Making changes to customers' accounts
- Handling returns and exchanges
- Addressing billing concerns
- Keeping records of customer interactions
- Selling products and services

## WORK EXPERIENCE

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- **SWAK BPO INC.**

JANUARY 2022 - FEBRUARY 2025

**TEAM LEADER OF FIESTA 2.0**

**INSURANCE**

- Insert customer and account data by inputting text-based and numerical information from source documents within time limits
- Compile, verify the accuracy, and sort information according to priorities to prepare source data for computer entry
- Review data for deficiencies or errors, correct any incompatibilities if possible, and check the output
- Apply data program techniques and procedures
- Generate reports, store completed work in designated locations, and perform backup operations
- Keep information confidential
- Attached files and send it directly to the client
- Communicating with the client for an updates and changes
- Sending reports direct to the client
- Running the report for Daily End Of Day Scoreboard
- Running the report for Prior Day Numbers
- Running the Company Detailed Report for the whole month
- Processed both commercial and personal lines insurance policies, including underwriting support, endorsements, and renewals.
- Managed policy documentation, ensuring compliance with industry regulations and company standards.
- Assisted clients with policy inquiries, claims processing, and coverage modifications.