



JM CASEÑO

To apply at a company where I can grow and learn more, expanding the knowledge and experience I have with the business processing organization sector. Collecting more people in a healthy environment for interpersonal and professional interaction in order to engage in productive competition.

Contact

Phone

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Email

cjm.caseno@gmail.com

Address

Brgy. Namocon Tigbauan, Iloilo,
5021, Philippines

Education

2018-2020

Humanities and Social Sciences
Senior High School - Tigbauan
National High School

2020-2023

Bachelor of Arts in Broadcasting
West Visayas State University

Soft Skills

- Communication
- Time management
- Problem-solving
- Critical thinking
- Organizational
- Stress management
- Adaptability
- Creativity
- Resourcefulness
- Open to criticism

Hard Skills

- Microsoft office
- Google docs
- Customer care
- Email support
- Chat support
- Phone communication
- Inbound/outbound calling
- Virtual assistance
- Graphic design

Also, the following are the tools that I have experience using and familiar with. (Ecommerce website) Shopee (Social Media sites) Facebook, Instagram, Twitter, (VoIP/Softphone) Avaya Genesys Agent Desktop (Emailing system) Outlook, Gmail (Graphic designing tool) Canva, PicsArt, Piktochart, Bliss Phone, CEC

Employment History

● November 2020 - October 2021

Transcom World Wide Inc. | Manduriao, 5000 Iloilo, Philippines

Customer Care Representative

Communicating with customers via phone for product or service information, order entry, account cancellation, and complaints. Address issues, adjust difficulties, and refer unresolved complaints to third parties. Process duties and tax.

● October 2021 - February 2022

Transcom World Wide Inc. | Manduriao, 5000 Iloilo, Philippines

Subject Matter Expert

Taking escalation and manager calls, outbound calls, and emailing local depots to expedite packages, providing updates, handling administrative tasks, processing duties and taxes payment, and addressing corporate concerns. Providing floor support and assisting new hires.

● March 2022 - August 2022

Telus International Philippines | Pavia, 5001, Iloilo, Philippines

Operations CSR II

Addressing chat-based inquiries from cardholders/members regarding the status of their accounts. Supplying a service by informing potential participants about the program. Basic investigation of app bugs, app problems, and payment processing.

● August 2022 - March 2023

Telus International Philippines | SM Strata, 5000, Iloilo, Philippines

Operations CSR II

Taking phone calls from drivers with application issues, investigating status, creating tickets, providing concrete resolutions, and assisting with account issues like account editing, vehicle deletion, bank and debit account removal, technical issues, and various issues like earnings, ATO, fraud, documents, and payments.

● March 2023 - August 2023

Telus International Philippines | SM Strata, 5000, Iloilo, Philippines

Operations CSR II

We take escalation calls from our account's six distinct LOBs. We must be familiar with the various LOB procedures. Additionally, we are offering one-time courtesy payments to drivers who are disputing their earnings.

References

Jethro Madjos

Team Lead

Phone: 09171856108

Richelle Hipolito

CO- SME

Phone: 09291571269

Silver Gallentes Ledesma

Team Lead

Phone: 09953205657

Irene Benal

CO- SME

Phone: 09352464954

Joanna Marie Tacuyan

SME/ Support

Phone: 09173064712