



JOED JIMENEZ

**CUSTOMER SERVICE
ADVISOR**

CONTACT

Phone
+63-951-159-9024

Email
jhoedjimenezchavez@gmail.com

Address
8 Star St. Poblacion
Mandaluyong City, 1550

EDUCATION

BS Business Administration
Financial Management

ABADA COLLEGE
A.Y. 2018 - 2019

High School

Leuteboro National High School
A.Y. 2012 - 2013

LANGUAGE

- English
- Filipino

OBJECTIVES

- To obtain a Client Service Associate position where my skills and experiences can be utilize for both parties benefits.
- To work with a globally known financial institution by providing excellent customer service

WORK EXPERIENCES

Customer Service Representative 2019 - 2020
Transcom Asia PH

Working as CSR/ TSR for 1 yr and 5 mos.
Full time Voice Account for US Clients
SAMSUNG Specialist

Customer Advisor 1 2021 - present
Concentrix CVG

Working as Customer Advisor for 1 year up to present
Full time Voice Financial Account for US Clients
RETAIL CREDIT CARDS - Advisor/ Escalations Specialist

MY SKILLS & EXPERTISE

- Outstanding Customer Service
- Good interpersonal and written communication skill
- Very organized and keen to detail
- Very quick learner and flexible
- Accustomed to working deadlines
- With knowledge on : Microsoft Word/ Excel/ Powerpoint. Teams, OneNote, Outlook and Skype

MY REFERENCES

Allan Martin Poe

Former Team Lead Supervisor
+63-921-394-6521

Rolando Padiernos

Former Deputy Manager
+63-939-923-6238

Rexie M. Viana

Elementary Adviser
+63-919-864-0154

I certify that all information provided is correct to the best of my knowledge and belief.

JOED D. JIMENEZ

Applicant