**JOHN LYNNSTER ALVENDIA**  
Unit 4, Evans Manor Apartment, Cabrera Heights, Taytay, Rizal, Philippines 1920  
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**SUMMARY**

BPO professional with 10 years of experience in Customer Service, Technical Support, Finance, and Supply Chain Management. Skilled in problem-solving, strategic planning, and communication, with a strong track record of delivering results and improving processes.

**EDUCATION**

**Bachelor of Arts in Broadcast Communication**  
Polytechnic University of the Philippines, Sta. Mesa | October 2015

**EXPERIENCE**

**Supply Chain Accounting Coordinator**  
Acquire BPO Philippines | May 2023 – Present

* Manage logistics and transportation invoices, ensuring accurate processing and record-keeping.
* Process cross-docking and inventory invoices for U.S.-based clients.

**Billing Specialist I**  
Acquire BPO Philippines | July 2020 – May 2023

* Handled billing inquiries for Roblox users, resolving disputes and processing refunds.
* Ensured accuracy in updating users’ billing information.

**Risk Operations Analyst**  
Ubiquity Global Services Philippines Inc | July 2019 – September 2020

* Investigated banking disputes, analyzed data to mitigate financial risks.
* Provided recommendations to improve fraud detection processes.

**Technical Support Advisor II**  
Concentrix Daksh Services Philippines Corp | September 2018 – July 2019

* Resolved software and network issues, providing step-by-step technical support.
* Ensured a high-resolution rate for customer issues.

**Customer Service Representative**  
C3/Customer Contact Channels Philippines Ltd. | November 2016 – April 2018

* Assisted customers with product inquiries and complaints, ensuring a high level of satisfaction.

**Customer Support Associate II**  
Convergys Philippines Corporation | January 2015 – February 2016

* Provided technical support for Microsoft products, solving advanced technical issues via phone.

**SKILLS**

* Customer Service
* Technical Support
* Data Entry
* Problem-Solving
* Detail-Oriented
* Time Management
* Email Management