



# John Dashley Larita

## About Me

I'm John Dashley Larita. I was born on July 24, 2002. Little thing about me is that I love to play online games. I was also able to manage my own page. I was able to become one of the moderators of a certain Content Creator. My main job was to respond inquiries and manage posting of content of his Facebook page and Tiktok account.

## Education

- Undergraduate/ BS in Accountancy
- University of Cebu
- Duration (08/22 to 05/23)
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- Undergraduate / BS in Information Technology
- University of Cebu
- Duration (08/23 to 12/23)

## Professional Skills

- Communication
- Time Management
- Teamwork
- Adaptability

## Language

- English


## Character Reference

- Name: Zhelsie Bacalso
- Email address: bzhelsie@gmail.com
- Phone number: 09997269267
- Relationship : Co-worker

## WORK EXPERIENCE

- **Retention Account in Telco - Duration (04/23 to 08/23)**
- **Teleperformance Insular Cebu**
- Customer Retention and Churn Prevention
- Customer Service and Relationship Management
- Account Management and Documentation
- Handling Escalated Calls and Complaints
- Sales and Upselling
- Data Analysis and Reporting and etc...
  
- **Provider Support - Duration (10/23 to 06/24)**
- Concentrix Cebu
- Client/Provider Satisfaction
- Documentation and Reporting
- Medical Record Management
- Patient Communication
- Scheduling and Appointment Coordination
- Billing and Insurance Support
  
- **Provider Support - Duration (08/24 to 12/24)**
- **Cognizant Cebu (WFH)**
- Client/Provider Satisfaction
- Documentation and Reporting
- Medical Record Management
- Patient Communication
- Scheduling and Appointment Coordination
- Billing and Insurance Support

## TOOLS AND PROFICIENCY

- Excel 
- Microsoft Office 
- Google Sheets 
- Facebook Ads Manager 
- Facebook Insights 
- Canva 

## LINKS

- <https://web.facebook.com/john.dashley.90>
- Skype ID: live:.cid.1b0304f3c00ebdb1