



Kelvin Uy Callejo

328 Unicarbai Kumasie Basiawa, Sta Maria Davao Occidental 8011

Email Address: callejokelvin03@gmail.com

Contact no.: +639539603288

PERSONAL BACKGROUND

Nickname: Vin or Cal Birthdate:

December 11, 1991 Civil

Status: Single

Religion: Roman Catholic

Height: 5'1"

Eye Color: Black

Hair Color: Black

Blood Type: O+

Father's name: Carmelito S. Callejo (Deceased)

Mother's name: Teresita U. Callejo (Deceased)

SSS no: 09-3472959-6

PhilHealth no: 16-050571391-2

Tin no: 440-483-080

Pag-ibig no: 1210-4845-7212

EDUCATIONAL BACKGROUND

- | | |
|---------------------|---|
| Jan 2010 – May 2012 | UNIVERSITY OF MINDANAO TECHNICAL SCHOOL Mc
Arthur Highway, Toril Davao City
Information Technology NCIV |
| July 2009 | DAVAO CENTRAL COLLEGE
Toril, Davao City
Bartending PGS Training Program NCII |
| 2004-2008 | NOTRE DAME OF MAGPET
Poblacion, Magpet North Cotabato |
| April 2004 | APOSTOL MEMORIAL CENTRAL ELEMENTARY SCHOOL
Poblacion, Magpet North Cotabato |

EMPLOYMENT RECORDS

July 2024 - Nov 2024

GOGO TECHNOLOGIES INC (WFH)

Associate/ Customer Service Representative

1160 Battery Street East, Suite 100 San Francisco, CA 94111

Job Description

- Answer incoming calls from customers promptly
- Greeting to the customer in a friendly, professional manner using the suggested script
- Utilize computer technology to handle high volume of calls
- Responsible for interacting with clients, loved ones, drivers and potential clients.
- Go the extra mile to engage provider
- Providing excellent customer service is a requirement.
- Handle inbound calls, ordering and scheduling rides.
- Handling clients concerns, promoting our services and registering new clients.

Sept 2022- April 2024

COLLABERA TECHNOLOGIES INC (WFH)

Associate/Customer Service Representative

4th Floor Rufino Pacific Tower 6784 Ayala Avenue Makati City

Job Description

- Answer incoming calls from providers promptly
- Greeting to the customer in a friendly, professional manner using the suggested script
- Utilize computer technology to handle high volume of calls
- Authenticate providers and members information
- Assist providers with request information about order update, missing items, late deliveries, change order information, order status and refund updates
- Checking the status of the claims
- Provide accurate rejected or approved refunds, complete information using the right methods off tools
- Handle complaints, provide appropriate solutions and alternatives and follow up to ensure resolution
- Go the extra mile to engage provider

May 2022 – July 2022

AGENTS ONLY TECHNOLOGIES INC (WFH)

Customer Service Representative

2900 – 550 Burrard Street, Vancouver, BC, V6C 0A3

Job Description:

- Receive customers order daily via electronic order system
- Used to to place the order in a timely manner
- Did a recap to make sure I got the correct order.
- Suggests products as add on.
- Can complete 60- 80 orders depending on the volume of orders receive.
- Make sure to give the right and best customer satisfaction

Mar 2021 – Apr 2022

TELEPERFORMANCE PHIL INC.

Advocate/ Health Care Consultant

3rd Floor, SM Annex Bldg. Quimpo Boulevard Davao City

Job Description

- Answer incoming calls from providers promptly
- Greeting to the customer in a friendly, professional manner using the suggested script

- Utilize computer technology to handle high volume of calls
- Authenticate providers and members information
- Assist providers with request information about benefit, coverage, eligibility, claims, authorizations and other medical information
- Checking the status of the claims
- Provide accurate denial or approval of claims, complete information using the right methods off tools
- Handle complaints, provide appropriate solutions and alternatives and follow up to ensure resolution
- Go the extra mile to engage provider

Oct 2020 – Jan 2021

CONCENTRIX INC.

Customer Service Representative INBOUND (Seasonal Account)

4th Floor Abreeza Bldg. JP Laurel Ave. Davao City

Job Description:

- Answer incoming calls from customer promptly
- Greeting to the customer in a friendly, professional manner using the suggested script
- Utilize computer technology to handle high volume of calls
- Verify customers information; update database if necessary
- Acknowledge concern and resolving customer billing inquiries and account issues.
- Adjusting services requested and upholding positive customer relationships
- Flexible communicator and good listener who can multitask to solve concerns
- Patience and effective communication skills to uncover customer needs
- Answer questions and leave positive impression in every customer interaction

Jun 2018 – Oct 2020

CNM BPO SOLUTIONS INC

Order Placer

1st – 2nd Floor, grand Complex, Km. 5 Buhangin Rd, Buhangin Davao City

Job Description:

- Receive customers order daily via electronic order system
- Used to call merchants to place the order via phone
- Used to reached out the customers if there is an issue about the availability of the product and priced incorrectly
- Suggests product replacement and inform the customer if there are any delay
- Can complete 100-150 orders depending on the volume of orders receive.
- Handle changes and provide both merchant and customer satisfaction

Mar 2018 – Jun 2018

CONVERGYS INC.

Customer Service Representative INBOUND/OUTBOUND (Seasonal Account)

4th Floor Abreeza Bldg. JP Laurel Ave. Davao City

Job Description:

- Answer incoming calls from customer promptly
- Greeting to the customer in a friendly, professional manner using the suggested script
- Utilize computer technology to handle high volume of calls
- Process orders and customer complaints via email via phone (inbound and outbound environment)
- Verify and confirm customer information; update database if necessary
- Verify order information, check product availability and discounts
- Verified name and address where the order will be going
- Processed and check shipping information
- Answer customer complaints when they received the product with an issue, price difference, incorrect item, and shipment delays or other concerns

Oct 2017 – Mar 2018

IQOR Phils.

Customer Service Representative Inbound/Outbound/Email Support

Lioc Kui Fraternity Bldg #16 Sobrecarey St. Obrero Davao City

Job Description:

- Answer incoming calls from the customer promptly
- Greeting to the customer in a friendly, professional manner using the suggested script via phone
- Utilize computer technology to handle high volume of calls
- Process orders and answer customer complaints via
- Verify and confirm customer information; update database if necessary
- Verify order information, check product availability and discounts
- Offer Upsells ,Pre- approved cards and VIP cards
- Reach sales quota every month
- Verified name and address where the order will be going
- Processed and check shipping information

Sept 2015 –Oct 2017

VXI GLOBAL HOLDINGS BV Phils.

Account Associate/Email and Chat Support/ CSR

3rd Floor SM Annex Bldg. Quimpo Boulevard, Davao City

Job Description:

- Responding to drivers queries in a timely and accurate manner via email and chat
- Help the drivers to use the step by step processes of the application
- Check drivers document information before approval and denial process
- Provide the requirements needed for the application process
- Answer incoming calls from the drivers promptly
- Assist discounts and billing payment inquiries and concerns
- Assist driver complaints to the passenger's attitude or messes on the car
- Provide appropriate resolution and empathize to the driver if needed
- Go the extra mile to engage driver
- Reach Customer Satisfaction metrics every month
- Utilized computer technology to handle high volume of calls, emails and chats

Sep 2013 – May 2015

CYBER CITY TELESERVICES INC.

Customer Service Representative Inbound/Outbound/Email Support

Lioc Kui Fraternity Bldg #16 Sobrecarey St. Obrero Davao City

Job Description:

- Answer incoming calls and emails from the customer promptly
- Greeting to the customer in a friendly, professional manner using the suggested script via phone or email
- Utilize computer technology to handle high volume of calls
- Complete 30-40 emails depends on the switch schedule from voice to email
- Process orders and answer customer complaints via email phone in an inbound and outbound environment
- Verify and confirm customer information; update database if necessary
- Verify order information, check product availability and discounts
- Offer Upsells ,Pre- approved cards and VIP cards
- Reach sales quota every month
- Verified name and address where the order will be going
- Processed and check shipping information
- Answer customer complaints when they received the product with an issue, price difference, incorrect item, and shipment delays or other concerns

Apr 2013 – Aug 2013

GAISANO MALL OF DAVAO

Cashier and Checker

JP Laurel, Bajada, Davao City

Job Description:

- Process sales transactions
- Calculate the cost of products or services
- Accept payments via cash, debit/credit cards, check and gift cards
- Calculate and return exchange when required by the payment methods
- Process returns and exchange products
- Process discounts to priority lane
- Reconcile cash drawers and sales receipts
- Report issues with equipment's

Aug 2012 –Mar 2013

GAISANO GRAND GROUP OF COMPANIES

Cashier and Checker

JP Laurel, Bajada, Davao City

Job Description:

- Process sales transactions
- Calculate the cost of products or services
- Accept payments via cash, debit/credit cards, check and gift cards
- Calculate and return exchange when required by the payment methods
- Process returns and exchange products
- Process discounts to priority lane
- Reconcile cash drawers and sales receipts
- Report issues with equipment's

CHARACTER REFERENCES

Reinz Marvin Ledesma Team
Leader/ Supervisor CNM BPO
SOLUTIONS INC
+639667596816

Michelle Reston
Team Leader/ Supervisor/ Trainer CONVERGYS
+639127075876

Laarni Joy Argando

Mentor/ Supervisor

AGENTS ONLY TECHNOLOGIES INC

+639959602210