



LOUSHAEL MICAH PONCECA

CUSTOMER SERVICE REPRESENTATIVE



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Sucat, Muntinlupa - 1770



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PERSONAL DETAILS

BIRTHDATE: MARCH 08, 1996

BIRTHPLACE: QUEZON CITY

NATIONALITY: FILIPINO

STATUS: SINGLE

EDUCATION

COLLEGE: PAMANTASAN NG

LUNGSOD NG MUNTINLUPA

AB MASSCOMMUNICATION

2018-2019

LANGUAGE

ENGLISH

FILIPINO

REFERENCE

PRINCESS MAE PALATTAO

DXC TECHNOLOGY INC.

0952 481 3745

MIKS.SILVESTRE@GMAIL.COM

WORK EXPERIENCE

Customer Service Representative

Teleperformance – Sucat, Parañaque

March 2019 – September 2019

- Provided real-time assistance to customers via chat platform.
- Handled multiple chats simultaneously while maintaining high-quality service.

Patient Registration Specialist

E-Teleconnect Inc. – Parañaque

February 2020 – February 2021

- Registered and verified patient information accurately in the EMR system.
- Coordinated with healthcare professionals to ensure smooth patient intake.

Fraud Detection Analyst

Telus International Philippines – Taguig

April 2021 – August 2022

- Monitored and analyzed transactions to detect fraudulent activity.
- Ensured account security by investigating suspicious behaviors and reporting risks.

Customer Service Associate

Accenture Inc. – Muntinlupa

September 2022 – March 2024

- Delivered high-quality support to clients via various communication channels.
- Resolved customer concerns promptly while adhering to company standards.