

Contacts

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Professional Experience

Customer Service Representative/Order Taker **GigCx Marketplace** *September 2023 – Present*

- Promptly and professionally answer incoming customer calls, maintaining a friendly and helpful tone from the initial greeting
- Record food orders with high precision, ensuring all modifications, special requests, and dietary preferences are correctly noted in the system
- Address customer inquiries, provide information on wait times, and resolve complaints with empathy and professionalism to ensure customer satisfaction
- Input order details, delivery or pickup instructions, and payment information quickly and accurately into the point-of-sale (POS) system
- Suggest complementary menu items, desserts, or daily specials to enhance the customer's dining experience and help boost restaurant sales

Customer Service Representative **TTEC PHILIPPINES, INC.** *October 2022 - December 2023*

- Managed inbound calls for US-based healthcare clients, delivering tailored assistance and resolving complex inquiries related to billing, claims, and benefits.
- Conducted outbound calls to follow up on and resolve overdue accounts, ensuring clear and professional communication with customers.

Finance and Administrative Officer **EYE CAN PHILIPPINES, INC.** *November 2015 - September 2020*

- Provided high-level executive support to the CEO and Finance Manager, managing complex schedules and prioritizing urgent operational communications.
 - Oversaw regulatory compliance and documentation for government agencies, ensuring 100% adherence to strict legal standards and record-keeping protocols.
 - Managed full-cycle Accounts Payable and Receivable (AP/AR).
 - Served as the purchasing officer and handled various administrative tasks, which included scheduling patients' doctor appointments.
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Education

University of St. Louis Tuguegarao
Bachelor of Science in Business Administration
Financial Management
Tuguegarao City, Cagayan, Philippines
2008-2012