

Traicy Margarete Dolomandin

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PROFESSIONAL SUMMARY

Dedicated and detail-oriented Business Support Specialist with over 10 years of experience in back office operations, verification, and customer support for telecommunications and corporate clients. Proven ability to manage high-volume transactions, ensure data integrity, and uphold compliance standards. Adept at working in fast-paced environments and consistently recognized for accuracy, efficiency, and professionalism

KEY COMPETENCIES

Data Entry & Order Processing	Telecom Industry Knowledge	Proactive and self-motivated
Background Verification	Documentation & Record Keeping	Microsoft Office Suite & CRM Tools
Customer Service & Client Relations	Accuracy & Attention to Detail	Can work under minimal supervision

PROFESSIONAL EXPERIENCE

Concentrix **2016 - Present**

Back Office Business Transaction Support Specialist II

- Process complex B2B telecom orders for U.S.-based companies.
- Ensure order accuracy and timely fulfillment by coordinating with internal teams.
- Maintain high data integrity standards in order processing systems.
- Recognized for consistency in performance and attention to detail.

Teleperformance **2010-2015**

Verification Specialist II / Subject Matter Expert (SME)

- Performed background checks and document verification for employment screening.
- Trained and mentored new team members as SME, ensuring adherence to client compliance standards.
- Commended for accuracy and professionalism in sensitive data handling.

Convergys **2009-2010**

Customer Service Representative

- Delivered technical support and billing assistance via inbound calls for a major U.S. telecom provider.
- Resolved customer issues effectively, improving customer satisfaction scores.

ePerformax **2008-2009**

Directory Assistance Representative

- Provided quick and accurate local directory information using specialized software.
 - Maintained high call efficiency with exceptional customer service.
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EDUCATION

Bachelor of Science in Broadcast Communications

University of the East, Recto (2004 – 2008)

High School

Mater Ecclesiae School