



JAYKEE L. BAHINTING

PROFILE

Expert in delivering superior service and quality with every customer or client interaction. Flexible and problem-solver who enjoy helping customers or clients resolve their questions and concerns. Provide exceptional customer service to retail customers or clients with a broad array of products and services with a passion for customer service

CONTACT ME

+639852122052

jaykeebahinting@gmail.com

493 Purok Bomba, PooC Talisay City, Cebu

EDUCATION

UNIVERSITY OF SAN CARLOS
JUNE 2007-MARCH 2011

Bachelor of Science in Hotel and Restaurant Management

SKILLS

- Basic computer literacy skills
- Organizational skills
- Customer service
- Time-management skills
- Verbal and written communication skills

WORK EXPERIENCE

CITIBANK Business Group

Telephone Banker

August 2022 - April 2023

- Billing inquiries
- Resolving blocked credit and debit cards
- General inquiries about the product and services

Teleperformance Cebu

Travel Consultant Specialist (CSR)

May 2021 - June 2022

- Billing
- Ticket and Hotel changing
- New hotel and airline reservation

QBE GSSC (Australia)

Tier 2 Insurance Specialist (CSR)

June 2018 - December 2019

- Discuss Claims, Benefits of Home and Rentals properties via voice and chat support

Telstra powered by TTECH

Tier 2 Customer Support Officer

April 2017 - June 2018

- Process payment
- Answer general inquiries about the service
- Assisting and discussing customer in their postpaid data service

United Health Group / Optum

Health Care Specialist (CSR)

April 2015 - March 2017

- Discuss claims and benefits of the patients health
- insurance coverage