

Mel Adrian Jumangit

- Works well under pressure and with less supervision
- Hit 98% QA for the last 6 months
- Hit 100% productivity and outreach compliance for the last 3 months

Work History

2018-10 - Customer Representative

2019-05 Sykes Asia, Inc., Cebu City

I worked as one of their Customer Representatives for the account Just Eat. It's one of the biggest food related BPO's located on the United Kingdom. We help Customers and also our Restaurant Partners in catering issues ranging from late orders, cancellation requests, refunds, and change of ownerships.

I started as one of their chat supports then moved to taking calls. We call it "blended agents" as we can cater both chats and calls.

We can accommodate 5 chats per 15 minutes depending on the issue and at the end of the day, we can cater 70 chats or more. For calls, a hundred for a day is mostly the minimum calls we get.

2019-05 - Data Analyst

2019-11 Contact Solutions (an affiliate of Office Partners 360), Cebu City

I was with Decor and Furniture, these two are the biggest verticals we have on our account. As data analysts, we make sure that issues or repetitive/missing information should be changed/filled out.

We have to contact our suppliers thru email or calling them directly. We keep track of our communication by placing them on our shared tracker.

As this is a project based LOB, we make sure that we get this information within a month so that we can cater another project for the next month.

Personal Info

Email

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+639062987324

Address

671-A Bulacao Pardo Cebu City

Skills

Active listening ★★★★★

Communication skills ★★★★★

Problem solving ★★★★★

Computer skills ★★★★★

Time management ★★★★★

Education

2002-06 - Holy Rosary School of Pardo, Cebu City
2008-03

2008-06 USJR, Cebu City

present *Bachelor of Science in Electronics Communication
Engineering, Electronics*

2012-10 - Microcadd Institute, Cebu City

2012-12 *Autocad with Rendering*