

JOSEPH JOHN D. LORILLA

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OBJECTIVE:

To acquire a position in a company where superior customer service abilities and exceptional communication skills would be needed.

WORKING EXPERIENCES:

LOAN PROCESSOR

Miran Capital

November 2021 – November 2022

Job Description: Miran is a Direct Private Money Lender. Miran cater Investment Home Loans and is a Hard Money Loan. Working w/ a licensed Loan Officer to move files and meet the deadlines. Validating documents before sending to the Underwriter for review. Doing Inbound calls to the Agents if needed to expedite the needed documents.

LOAN PROCESSOR ASSISTANT

Golden Rain Lending

May 2021 – October 2021

Job Description: Make sure to send the Pipeline Report every morning to the owner. Coordinate w/ the licensed Loan Officer to move files and meet the deadlines. Doing Inbound calls to the Agents if needed to expedite the files.

LOAN COORDINATOR

CREFCO

December 2020 – March 2021

Job Description: Coordinate with the loan officer or originator to review borrower files. Some of the documents we need are credit reports, employment verification, income documentation and bank statements. We forward documents to underwriting department for approval

ADMIN SUPPORT (VA)

WBECS

May 2019 – August 2020

Job Description: Doing admin task using Zoom, ASANA, Infusionsoft, Slack, REV and WordPress. Most of the daily task are creating certificates for the coaches using Photoshop and Adobe Illustrator, editing transcripts from REV and Zoom, uploading resources using WordPress for WBECS website and other task from the client.

TECHNICAL SUPPORT (Sr. Agent)

IQOR

T-Mobile

SM Dasmariñas Cavite

August 27, 2018 – February 2019

Job Description: Handling escalation calls for prepaid customers regarding their phone service, network coverage and troubleshooting their mobile devices. Sometimes processing refills and assisting customers on how to fix their online accounts. Unlocking mobile devices as well.

CUSTOMER SERVICE REPRESENTATIVE

TASKUS

Deliveroo Account

Lumina Mall Imus Cavite

July 11, 2016 - August 2, 2017

Job Description: Assisting Deliveroo Riders on their deliveries. Account is about food delivery. We make sure that the food will arrive on time and fresh. We also make sure that the Riders are safe while doing their job. Assisting Riders on their online account and other delivery concerns. Sometimes accepting calls from the Restaurants and Deliveroo Customers regarding their orders.

CUSTOMER SERVICE REPRESENTATIVE

CONCENTRIX

Google Wallet Account

5th floor Techo Plaza 1 Bldg. Brgy. Bagumbayan Eastwood City Cyberpark

Dec. 4, 2014 - April 22, 2016

Job Description: Assisting customers about their online account using Google Wallet as their mode of payment. Checking unauthorized/fraudulent charges, account balance, account information, Google Play charges, YouTube charges, etc. Make sure customer's account is safe and secured.

CASINO ONLINE SUPPORT

WILLIAM HILL GROUP CS PHILS.

11TH Floor Net Lima Bldg5th Avenue Bonifacio Global City

April 11, 2013 – May 6, 2014

Job Description: Assisting customers regarding their casino online accounts, specifically their casino bonuses and winnings, sometimes games dispute, through online chat and emails. Sometimes via outbound and inbound phone calls.

CUSTOMER SERVICE REPRESENTATIVE

INTELENET GLOBAL PHIL. INC. (SERCO)

Hotel Reservation – Hilton Hotels

7th Floor One World Square Bldg.

Upper McKinley Rd. McKinley Hill

Fort Bonifacio, Taguig City

May 16, 2011 – February 21, 2013

Job Description: Provide assistance regarding hotel reservations such as booking, modifying and cancellations from our guest and Hilton Honors Members.

March 26, 2012 – Feb. 21, 2013 (back office) – TravelClick Tech Account – Main concern is to resolve the issues and answer the questions of the clients thru emails and outbound calls regarding their subscriptions with TravelClick. TravelClick is a Business-to-Business account caters Hotels worldwide.

CUSTOMER SERVICE REPRESENTATIVE

TELETECH

4/F SM Bacoor Aguinaldo Highway

Bacoor Cavite

May 31, 2010 – January 31, 2011

Job Description: June 31-Mid September, Voice Acct, doing outbound calls for the Australian customers confirming their mailing/billing address.

September – January 31, 2011, BOH (back of house), processing documents and orders of the customer using Microsoft excel and a DOS based Program w/c is flex cab, mica and axis.

PERSONAL QUALIFICATIONS:

- ✓ Has an aptitude for high level customer service.
- ✓ Highly motivated, innovative and versatile worker.
- ✓ Ensures best service at all times with maximum efficiency and highest standards.
- ✓ Has the ability to understand, serve, address and meet customer's needs and wants.
- ✓ Energetic self-starter and can work under long hours and minimum supervision.
- ✓ Willing to undergo extensive training.

PERSONAL DATA:

Height	: 5' 10"
Weight	: 130 lbs.
Sex	: Male
Civil Status	: Married
Age	: 39 years old
Date of Birth	: July 07, 1983
Place of birth	: Manila
Nationality	: Pilipino
Religion	: Iglesia Ni Cristo
Language Spoken	: English and Filipino

EDUCATIONAL ATTAINMENT:

College	: Computer Science Adamson University 2001 – 2003
	: Financial Management San Juan de Letran 2000 – 2001
High School	: Saint Anthony School Singalong St., Manila Year Graduated: 2000
Elementary	: Saint Anthony's School Singalong St., Manila Year Graduated: 1996

PERSONAL REFERENCES:

(Upon Request)