

About Me

Results driven, detail oriented, fast learning professional seeking a position in the BPO industry where I can lend my skills and capabilities to help the company reach its goals as I serve with my utmost performance.

Address/Contact Information

Address: 9 El Orlando Village
Tisa, Cebu City, Cebu

Phone: +639454277324
(032) 268-4828

Email: jpatmanagbanag11@gmail.com

Facebook: fb.com/jpcm11

Personal Details

Weight: 54kg
Height: 166cm
Age: 27
Birthdate: 05/11/1995
Sex: Male
Civil Status: Single
Religion: Roman Catholicism
Mother: Lucia Managbanag
Father: Rolando Managbanag

References

Olaf Martini Sibi
Customer Service Representative
Teleperformance
09958312633

Mayette Dinoy
Customer Service Representative
Optum Global Solutions
09065295719

Renzo Angcos
Trainer
Filinvest
09165200647

John Patrick C. Managbanag

Licensed Financial Advisor
Licensed Civil Engineer



Work Experiences

- Office Engineer (Site)** – Abraham C. Lee Construction and Development Inc. (ALCI)
Jun – Dec 2017 Mainly handles with project documentations, billings, estimates, reports, and some worker supervision. Gather work performance data, analyze, and develop a plan to propose to increase efficiency. Providing documentations and instructions to teams on which tasks to do and when to complete. Also deals with subcontractor's work performance, documentation, and billings
- Field Engineer (Site)** – Aboitiz Construction Inc. (ACI)
May – Nov 2018 Mainly handles with supervision of workers, along with their work efficiency, quality of work, and adherence to the plans. Provides appropriate documentation and instructions for them to follow. Handles different teams to have continuous workflow on the different stages of the project. Steel structural works based on plan detail and specification mixed with some ground, concreting and architectural works were implemented throughout the project.
- Financial Advisor (Insurance Agent)** – PruLife UK
Jan 2020 – 2022 Helps various individuals with financial literacy and protecting their asset using protection products tailored to their needs. Advocates financial literacy, budget strategies, healthy financial habits, and goal driven planning. Prospects and interacts with a variety of individuals that would need financial protection, growth, and inheritance.
- Customer Service Associate** - Amazon Operation Services Philippines Inc.
May – July 2022 Handles inbound calls/chat and provide the best customer centric experience to each and every customer. Troubleshoots account issues, order inquiries, order issues, returns and refunds.
- Customer Service Representative** – Teleperformance (Financial/Banking Services)
Feb 2022-Present Handles calls and provides professional customer experience to clients about their accounts. Answers inquiries on banking fees, banking services, payment issues, online access, deposit/transaction concerns, atm issues, card usage/limits/declines, account closures, promotions, and product offerings.

Skills

Soft Skills

- Computer Savvy
- Excellent Communication
- Strong Empathy
- Detail – Oriented
- Analytical Mindset
- Problem Solving
- Adaptability

Hard Skills

- Auto Cad
- Excel/Sheets
- Canva
- Python
- Microsoft Office

Education

- Don Bosco Technology Center**
2002 – 2008 Elementary
2008 – 2012 High School
- Cebu Institute of Technology - University**
2012 – 2017 College
B.S. in Civil Engineering

