



SHARLYN JEAN OCAMPO

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Block 32 Lot 2 Sabalo St. Caloocan City

OBJECTIVE

To be an active employee who contributes to the Mission, Vision, and Values of the company, and to interact, on a professional level with other employees. To give excellent performance, and to translate my experience, knowledge, skills and abilities into value for the organization.



PERSONAL INFORMATION

Birth date ; August 23, 1992

Age ; 29 years old

Civil Status ; Single



EDUCATIONAL BACKGROUND

Far Eastern University (Graduated)
Bachelor in Tourism Management
Nicanor Reyes St. Morayta, Manila
2009 – 2013

Systems Plus Computer College
Caloocan City
2005 – 2009



SKILLS/ALTITUDES

- ✚ Proficient in MS Office, and the Adobe
- ✚ Good interpersonal and communication skills Policy adherence and awareness
- ✚ Effective at multi-tasking
- ✚ Can edit in Movie Maker, Cyber link, and Movie Starter



WORK EXPERIENCE



TDCX
MANDAYULONG, PHILIPPINES
JULY 02, 2022 – PRESENT
AIRBNB SUPPORT AMBASADOR



- + Verification of the account and authentication
- + Answering telephone, email and messages in a timely manner
- + Host checking the status of the payout
- + User needs help with rebooking, refund, reimbursements and more.
- + Providing a credit or coupon and check if they are eligible
- + Host or Guest needs to cancel a reservation
- + Explaining about the information of their account or the reservation.
- + Computing the price breakdown of the user that has been paid or charge
- + Reporting a bug to our Engineering team for any technical issue.
- + Assisting and guiding the user if they need to change any information on the account or reservation.
- + Assisting User in booking a reservation to their preferred dates and amenities or option.
- + Providing the basic tax information in their location
- + Guiding new Host to list their listing and provide some policy.

CONCENTRIX
SAN LAZARO, PHILIPPINES
JULY 19, 2021 – MAY 18, 2022
CIGNA CUSTOMER SERVICE REPRESENTATIVE



- + Answering telephonic and e-mail inquiries in a timely manner.
- + Furnishing members and health care practitioners with details regarding members' benefits.
- + Granting pre-authorizations for medical treatment, if covered.
- + Providing extant and prospective members with the details of network providers.
- + Providing Eligibility and if the member has an active insurance.
- + Explaining about Claims, payment and dispute.
- + Computing the allowed amount of each code that the provider is charging.
- + Checking the codes if needed an authorization and if it's valid and billable.
- + Providing benefits that are needed to diagnose to every member or codes that the provider provides

VXI PANORAMA
QUEZON CITY, PHILIPPINES
SEPTEMBER 24, 2020 – JUNE 26, 2021
COMCAST TECHNICAL SUPPORT



- + Troubleshooting technical issues. (Internet, Cable, Phone)
- + Speaking to customers to quickly get to the root of their problem.

- ✚ Talking customers through a series of actions to resolve a problem.
- ✚ Following up with clients to ensure the problem is resolved.
- ✚ Replacing or repairing the necessary parts.
- ✚ Testing and evaluating new technologies.
- ✚ Conducting electrical safety checks on equipment.

**BOSPORUS TURKISH RESTAURANT
MIRDIF CITY CENTER, UAE
DECEMBER 2017 – APRIL 2020
HEAD CASHIER CUM ADMIN**



- ✚ Coordinate office activities and operations to secure efficiency and compliance to company policies
- ✚ Supervise administrative staff and divide responsibilities to ensure performance
- ✚ Manage phone calls and correspondence (e-mail, letters, packages etc.)
- ✚ Create and update records and databases with personnel, financial and other data Track stocks of office supplies and place orders when necessary
- ✚ Submit timely reports and prepare presentations or proposals as assigned
- ✚ Update office policies and ensure compliance with them

**BYBLOS HOSPITALITY
BAZERKAN AL BARSHA, UAE
DECEMBER 2016 – DECEMBER 2017
CASHEIR/RECEPTION**



- ✚ Assisting customer if there is available table and for how many person
- ✚ Receiving payments and giving exact change
- ✚ Answer phone calls for delivery/pick up
- ✚ Handling cash remittance, cash out, Credit card sale and total
- ✚ Collection Void or Cancel orders, Complimentary and making discount
- ✚ Inventory every end of the month

**ZAATAR W ZEIT
JBR, UAE
FEBRUARY 2014 – MARCH 2016
SERVER/CASHIER**



- ✚ Welcome the guest as they enter at the restaurant
- ✚ Presented menu and took orders, while taking the order keep an eye contact with customer
- ✚ Introduce yourself to recognize your service
- ✚ Focus to the guest and anticipate their needs
- ✚ Communicate and ask specific question about them dine in experience
- ✚ Process the bill and give exact change immediately
- ✚ Remove all the plates, glass and catteries in the tables
- ✚ Holding money in the Cashier in the Takeaway
- ✚ Expo (Food handling and give food to the assign table)