

JEHU CHAVEZ GANTALA

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I am a driven individual who is passionate, adaptable and reliable. It's always my goal to become part of an organization where I can contribute my skills to its own organizational development and advancement. I still have rooms for improvement and is open for new learnings but I am confident with my Basic Accounting skills and is knowledgeable of some accounting software such as QuickBooks online.

EXPERIENCE

VIRTUAL ASSISTANT (NOVEMBER 2022 – JANUARY 2023)

Duties and responsibilities

- I perform outbound calls reaching out to clinics and hospitals promoting my client's healthcare website.
- Calls customers who have showed interest as well on using our EMR (Electronic Medical Record) inquiring if they're still interested with our product.

CUSTOMER SERVICE REPRESENTATIVE – JP MORGAN AND CHASE CO. (MARCH 2022 – SEPTEMBER 2022)

Duties and responsibilities

- Assists credit card holders of chase with Southwest Airlines. Ritz Carlton and Marriott Hotels with their account inquiry and activity like credit card bill payments, Balance inquiry, card upgrades etc.
- We also assist customers on their online account with chase in terms of account set up, website navigation and troubleshooting.
- We also process claims and fraud reporting for the transactions they report as fraudulent or unsatisfactory.

CUSTOMER SERVICE REPRESENTATIVE – CONCENTRIX BRIDGETOWNE (AUGUST 2020 – MARCH 2022)

Duties and responsibilities

1. Customer Service (August 2020 – August 2022)

- Assists customers of a telecommunications service provider called Sprint (later on acquired by T-Mobile) for their account inquiry, bill inquiry, Bill payments etc.
- We also process basic troubleshooting if they have service interruptions with calls text and data
- Performs upselling to promote company products like plans additional services device upgrades etc.

2. Quality Analyst (October 2021 – March 2022)

- We evaluate random calls, mostly surveyed calls, through call listening to determine agent's call behavior, their good practices and opportunities.
- We collect these evaluations and produce reports of common call drivers and agent behaviors that led to the site's survey performance and come up with action plans to sustain good performance and prevent unsatisfied surveys.
- We do QA meetings with production teams to discuss proper call handling and to refresh agents with appropriate business process and product knowledge.
- Do calibrations with team leaders and managers for them to discuss with their agent's during team meetings.

EDUCATION

TERTIARY

Polytechnic University of the Philippines
Bachelor of Science in Accountancy
2029-2021 (unfinished)

Achievements

- SY 2019-202 1st Semester President's Lister
- SY 2019-202 2nd Semester President's Lister

SECONDARY

AMA COLLEGES (Senior High School)
Accountancy, Business and Management
2017-2019 (Graduate)

Achievements

- Grade 11 1st Semester TOP ABM Achievers
- Grade 11 2nd Semester TOP ABM Achievers
- Grade 12 1st Semester TOP ABM Achievers
- Grade 12 2nd Semester TOP ABM Achievers

SAN FRANCISCO HIGHSCHOOL (Junior High School)
2013-2017 (Graduate)

SKILLS AND TRAININGS

Bookkeeping with QuickBooks Online Global (January 2022)

Training Center: EZACC TRAINING CENTER

CHARACTER REFERENCE

Patrick Anthony Pasco
09173121275
Former Quality Team Leader

Michael Rudela
09285505087
**Former Production Team
Leader**

Aida Yap
09423868089
Business Owner

I affirm that all information provided are accurate to the best of my knowledge. If any additional information is needed, please contact me through my phone number and email address provided at the first page of this CV