



PROFILE

My experience as a fraud investigation specialist, customer service and technical support specialist for clients and customers were with different industries and settings. The goal is to maintain customer satisfaction and retention, while at the same time maintaining the standards and policies by the company.

Address;

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CONTACT

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SKILLS

- Problem Solving Skills
- Customer Service
- Technical Support
- Recruitment
- Quality Assurance
- Practical Knowledge of Fraud Investigation

MARY JANE T. TAMORES

EDUCATION

University of Cebu - Banilad
S.Y 2006- 2010

Holy Name University - Bohol
S.Y 2006

Saint Teresa Academy - Loon Bohol
S.Y 2002- 2006

WORK EXPERIENCE

WorldRemit - Fraud Investigation Specialist
Feb 2021 - June 2023

WorldRemit - Customer Service Executive
July 2018 - February 2021

Texnicha Outsourcing Solution - Recruitment Specialists / Office Manager
May 2018 - June 2019

Teletech - Technical Support Representative
March 1, 2017 - July 6, 2017 (Contractual Account)

SYKES ASIA INC. - Technical Support Representative
November 14, 2016 - February 6, 2017

CONVERGYS PHILIPPINES SERVICES CORP. - Customer Service Representative
December 1, 2014 - November 10, 2016

Qualfon Philippines Inc. - Technical Support Representative
November 25, 2013 - November 30, 2014

SMI CENTRE OF EXCELLENCE ASIA - Customer Support Representative

November 2011 - November 2013

CHARACTER REFERENCE

SHAYNE ILEJAY - TEAM MANAGER - WorldRemit

RHIVYLL CONJE - FORMER HR HEAD - TEXNICA OUTSOURCING
SOLUTION

ROLAND MICHAEL SUYOM - TEAM LEAD - Sykes Asia