

JESSON REYES

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“Enthusiastic to contribute to team successes through hard work, attention to detail, and excellent organizational and communication skills and eager to work alongside other leaders within the department”.

EXPERIENCE

FGC+ — Patient Account and Collection

January 2023 - Present

Assist patients with their billing, includes processing payments, and answers billing queries.
Perform outbound calls to patients to remind them of their balance and doing collections after their account is reviewed.

FGC+ — Leads Specialist

August 2020 – November 2022

Assist customers on their upcoming move and gather information to build a file and determine what type and how big the move is.
Transfer calls to relocation consultant when file is completed.

Flatworld Solutions – Account Executive

June 2020 - August 2020

Prequalify customers for the Final expense program.
Transfer call to license consultant once verified.

Teleperformance Phil – Customer Service Representative

January 2020 – March 2020

Assist customers with their car rentals, providing prices and help them select what type of vehicles they want to rent.

Teleperformance Phil – Chat Support

May 2020 – June 2020

Assist dashers with their onboarding and assist with their delivery difficulties.
Outbound calls to merchants to assist customers to follow up orders.

Iqor Phil. – Customer Service Representative

September 2013 – January 2019

Assist customers with their order inquiry, and place the order. Assist customers in resolving order issues, complaints and escalate problems.
Assist customer process credit card applications and use them on order when approved.

EDUCATION

Holy Cross of Davao College

14-B Sta. Ana Ave, Poblacion District, Davao City,
8000 Davao del Sur
BSBA-Marketing Management
2nd Year Undergraduate
June 2011 - September 2013

SKILLS

- * Skilled communicator in both verbal and written format
- * Good command in handling instructional materials
- * Proficient in problem solving skills
- * Adept in using computer programs