



# JOMALU FERNANDEZ

## CONTACT ME

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## EDUCATION

**Bachelor Science in Management Accounting**  
**University of Mindanao**  
**2nd Year College/ Undergraduate**  
2004-2005

## SKILLS

Communication

Basic Excel

## WORK EXPERIENCE

**Wellpoint Dental| CSR** 2012-2013  
**First Source Global Solution**  
Answering Inquiries from dental clinic provider regarding members **policy** and coverage.

**Technical Support | Tier 2** 2014-2019  
LG Home Appliance USA  
**SITEL | Ortigas, Philippines**  
Taking calls for advanced troubleshooting steps and escalation for technical concerns.

**Technical Support** 2019-2021  
**Concentrix | Ortigas, Philippines**  
Samsung Mobile USA

**Customer Representative** 2021-2022  
FedEx USA  
**IBEX Global Solutions**

**Back Office for Social Media** 2022-2023  
Content Reviewer | Nonvoice  
**Concentrix | Taguig, Philippines**

## REFERENCES

**Airene Orpilla**  
Operation Manager, Concentrix  
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**Clarice Enigma**  
Supervisor, Concentrix  
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