





# JOSE DARWIN ALVARADO

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 Blk 2 Lot 9 Phase 4c pckg  
6 brgy 176 caloocan city

## EDUCATION

### BACHELOR OF SCIENCE IN HOTEL and RESTAURANT MANAGEMENT

Our Lady of Fatima University -  
Quezon City  
2009 - 2013

## EXPERTISE

Training and  
Development Team

Sales and Marketing

Communication and  
Comprehension Skills

## LANGUAGE

English

## Experience

- February 2020- June 2021  
Teletech Phils., Inc | Novaliches, Quezon City  
**Customer Service Representative**  
Daily task includes receiving inbound calls and work on customer's mobile service and billing disputes
- February 2019 - August 2019  
Optum Global Solutions [ McKinley West, Taguig City  
**Customer Service Representative**  
Worked with customer's health insurance under United Health Group. Role responsibility also includes benefits and eligibility for healthcare services
- July 2017 - August 2018  
Concentrix Phils., ] Technohub, Quezon City  
**Customer Service Representative**  
Worked as a Collections specialist under Westpac Bank Australia. Connect with customers through Outbound Calls.

## Reference

### Camargo, Nimfa

Team Leader | +639167570430  
Concentrix Phils., ] Wetspac Bank Australia

### Dulang, Mary Jane

Trainer | +639566759946  
Teletech Phils. (Verizon Telecommunication Co.,