

Contact

09952605701 (Mobile)
jenceemari@gmail.com

www.linkedin.com/in/jencee-mari-gregorio-826626191 (LinkedIn)

Top Skills

Organization Skills
Recruitment
Professional Manner

Jencee Mari Gregorio

Criminal Research Associate at Cisive
Metro Manila

Summary

Dynamic and results-oriented professional with 4 years of comprehensive experience in customer service, billing, and technical, chat and email support. Adept at leveraging strong customer service satisfactory and technical expertise to drive impactful outcomes and exceed performance goals. Demonstrated success in researching and verification, with a proven ability to adapt to evolving challenges and deliver innovative solutions.

My technical proficiencies are:

- Slack
- Zendesk
- Starrs
- Google Suite
- Microsoft Office
- Zipcrim

Experience

Cisive

Criminal Research Associate

June 2023 - Present (1 year 10 months)

Manila, National Capital Region, Philippines

- Verified criminal history of applicants.
- Served as the primary contact for Cisive's engagement team.
- Maintained 100% accuracy in the verification of employee information.
- Consistently achieved a daily productivity rate of 30 cases.
- Adhered strictly to Service Level Agreements (SLAs) to meet critical client requirements.

TDCX

Client Service Associate

February 2021 - February 2023 (2 years 1 month)

Pasig, National Capital Region, Philippines

- Assists customers with inquiries related to Facebook Advertising.

- Reviews Advertising Policies and addresses all customer questions and concerns.
- Recommends cost-efficient campaigns to clients.
- Ensures the success of advertising campaigns for small business advertisers.
- Assists customers in troubleshooting technical issues related to their ads.

Trust The Process

Virtual Assistant

September 2019 - February 2022 (2 years 6 months)

Philippines

Recruitment Manager:

- Developing Recruitment Strategies
- Job Postings and Advertisements
- Screening Resumes and Applications
- Conducting Interviews:
- Managing Candidate Pipeline
- Assessing and Selecting Candidates

Job Placement Officer:

- Analyzing workforce needs
- Planning weekly schedules of employees with clients

Account Admin:

- Data Entry and Record Keeping
- Maintaining employee records related to tax.
- Assisting with the preparation of tax returns and ensuring compliance with tax regulations.
- Preparing necessary documents for tax filings and audits.
- Coordinating with other departments on financial-related matters.

VXI Global Solutions, LLC

Telephone Sales Representative

March 2015 - June 2015 (4 months)

- Offer courteous and efficient assistance to customers via phone. Address inquiries related to account management, subscription plans, and billing.
- Provide step-by-step guidance for troubleshooting, including signal issues, device setup, and software updates.
- Manage customer accounts by processing requests for changes in subscription plans, updating personal information, and resolving billing

discrepancies. Ensure all account modifications are handled accurately and promptly.

- Identify and address factors impacting customer satisfaction. Handle escalated concerns and complaints with professionalism, aiming for effective and positive resolutions to foster long-term customer loyalty.

Convergys

Customer Service Representative

May 2013 - January 2015 (1 year 9 months)

NCR - National Capital Region, Philippines

- Provide prompt and courteous assistance to subscribers via phone, email, or chat.

- Address inquiries related to account management, subscription plans, billing issues, and technical support.

- Troubleshoot and resolve technical issues related to satellite radio equipment, signal reception, and app functionalities. Guide customers through setup and usage of their devices and services.

- Maintain a thorough understanding of SiriusXM's products, services, and promotions. Educate customers about available channels, features, and benefits to enhance their subscription experience.

Dairy Queen

Operations Team Member

August 2012 - March 2013 (8 months)

Philippines

Education

Far Eastern University

Bachelor of Science - BS, Business Administration and Management,
General · (June 2011 - June 2013)

University of Santo Tomas

Bachelor of Science - BS, Computer Science · (June 2010 - May 2011)