



# JENELYN BENI

customer service specialist

## CONTACT

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Bago City Negros  
Occidental Philippines 6101

## EDUCATION

**Contact Center Services**  
**Negros Occidental Language ITC**  
2016

**High School Graduate**  
**Ramon Torres Louisiana NHS**  
2004-2008

**Elementary Graduate**  
**Mailum Elementary School**  
1999-2004

## SKILLS

Customer Service

Technical Support

Leadership

SALES

Marketing

Branding

## WORK EXPERIENCE

### FINANCIAL HEALTHCARE AND DEBT COLLECTION SPECIALIST FEBRUARY 2024-AUGUST 2024

- Submitting and tracking healthcare claim to insurance company
- Setting an appointment
- Data Entry
- Inbound

### ADMIN VA

#### TAXBOX REFUND | 2023-2025

- Marketing(Canva ^KW Command )
- Executive Admin - Managing and Organizing contacts
- Identifying Prospect s into hot leads , warm leads nature and Scheduling appointments
- Lead Generation

### TECHNICAL ADVISOR III (IN HOUSE)

#### TELUS INTERNATIONAL | JULY 2023-JANUARY 2024

- Troubleshooting
- Inbound
- Customer Satisfaction

### GUEST RELATION SPECIALIST (BOOKING.COM)

#### CONCENTRIX | DECEMBER 2021- MARCH 2023

- Leadership -Assisting new agent onboarding, providing training on new products or process updates
- Email/chat
- Inbound
- Customer Satisfaction

### TECH SUPPORT (T-MOBILE) | TRAVEL EXPERT

#### IQOR PHILIPPINES | MARCH 2019- NOVEMBER 2021

- Troubleshooting
- Sales/Order Entry
- Customer Satisfaction
- Inbound/ Booking Trip both International and local
- Chat

### CUSTOMER SERVICE REP III (TFSL)

#### PANASIATIC SOLUTIONS | DECEMBER 2015 - FEB 2019

- Troubleshooting
- Customer Satisfaction
- Inbound