



Ma. Juliecar J. Monteroso

09171444565
ma.juliecarj@gmail.com
Blk 14 Lt 18 Phase 3 Socialized Brgy Balabag Santa Barbara, Iloilo 5002

SKILLS

- Critical thinking
- Effective communication
- Ability to work well under pressure
- Effective Time Management
- Knowledge in Office System
- Customer Service and Technical Support
- Multi Tasking
- Basic Accounting

EDUCATION

CENTRAL PHILIPPINE UNIVERSITY- ILOILO

- Bachelor of Science in Business Administration major in Financial Management
- 2013-2017 (Dean's Lister)

REFERENCE

Ronaldo Militar
Teletech Iloilo
militarronaldo980@gmail.com

SUMMARY

ORGANIZED TEAM LEAD DEDICATED TO IMPROVED ACCURACY AND EFFICIENCY BY MAINTAINING AND DEVELOPING ADMINISTRATIVE AND PROCEDURE PROCESSES. FOCUSED AND COMMUNICATIVE INDIVIDUAL PROCESSING DATA ENTRY, TIME MANAGEMENT AND CUSTOMER SERVICE SKILLS. OFFERING MULTIPLE YEARS OF EXPERIENCE PROVIDING ADMINISTRATIVE SUPPORT TO CLIENTS.

WORK EXPERIENCE

SERVICE TEAM LEAD (CUSTOMER SERVICE AND TECHNICAL SUPPORT)- TELETECH ILOILO PERIOD: SEPTEMBER 2022- DECEMBER 2024

- Providing direction and guidance
- Understanding the strengths and weaknesses of team members
- Organizing tasks and setting goals
- Upholding the vision of the group
- Solving problems and resolving conflicts

CUSTOMER SERVICE II- TELETECH ILOILO PERIOD: JUNE 2020-SEPTEMBER 2022

- Being the single point of contact for customers.
- Collaborate with the internal teams in case of issue escalation
- Follow up with the customer and collect feedback
- Fix the problem and offer a timely solution
- Being open for all changes.

HEALTHCARE ASSOCIATE- HINDUJA GLOBAL SOLUTION PERIOD: NOVEMBER 2017- FEBRUARY 2020

- Handled outbound payment calls, educated patients on charges and addressed inquiries. Prepared communications, reports, and new sales strategies. Managed and resolved customer complaints through effective communication and problem solving.