

ERSAN V. BATTUNG

Taguig City, Metro Manila, Philippines

Contact Number: 09454210888

Email Address: battungersan9@gmail.com



“Proven Good Communicator with Customer Service and Technical Skills”

Objective:

To obtain a permanent job position where I can enhance my skills and experience new things that will help me to perform the duties and responsibilities of the job at hand.

Qualifications:

- Skilled in Data encoding, & updating the supplies inventory
- Able to do work on Microsoft Powerpoint, Microsoft Excel, Microsoft Word
- Possess Good Interpersonal and Communication skills and manages multi-tasking
- Proven to work as a teamplayer or as individual, fast learner, flexible and alert
- Has a zest for learning, possess tolerance and willing to be trained.

Employment:

CALLS EXPERTS

7th Avenue, Miami Florida 33136

Customer Service Representative Lead

October 10, 2022-December 20, 2024

- Partner with the team to ensure smooth payment processes through timely collections and follow-ups, all while preserving positive client relationships.
- Maintain an organized and up-to-date client database in Hubspot, ensuring quick access to key details for a seamless and efficient experience.
- Create call lists by contacting licensing authorities in states as directed by the Managers
- Open Communication with our CS Manager and other department teams and escalate outstanding issues when required.
- Identify issues that cannot be resolved remotely by our agents in a quick and efficient manner.
- Facilitate onboarding processes, including training sessions, huddles, and zoom to ensure newbies are fully equipped to utilized

Tata Consultancy Services

Bench Tower 30th cor. Rizal Drive, Crescent Park West 5, Bonifacio Global City, 1634 Taguig City, Philippines

Senior Process Associate

January 15, 2020 – September 21, 2022

- I am responsible in contacting potential or existing clients to inform them about a new ways on how to help them achieve their goals in life thru our new method in savings
- Answering Questions and Other Concerns about the Product.
- Assigned in Rushmore Loan Management Services as a Mortgage Customer Service Representative
- Helping our clients to process their Loan Payment directly in our system, for them to have a accessible ways to repay their loans.
- Later on, I was assigned as an IT Helpdesk for our Shell Account and Express Scripts, helping them for their password reset, conducting a background check with our Active Directory, filing a Ticket on ServiceNow for their follow-ups and even their resolved inquiries.

AMAZON OPERATIONS SERVICES PHILIPPINES

Three E-com Center, Block 22 Harbor Drive cor Bay Shore, Mall Of Asia Complex, Pasay City

Customer Service Representative

December 20,2018-December 20,2019

- Handles the complaints, and Updating the Customer's Information online.
- Making complaint request notice for the third party seller if the item delivered is delay or wrong.
- Helping the customers especially the elder one, in placing an order thru online

COST PLUS INC

KB VFB Building, C. Peterbuilt Compound Veterans Center, Western Bicutan, Taguig

Executive Secretary

June 14,2017-December 11,2018

- Perform the duties of a logistics officer by filing and making a delivery receipt and the purchase order
- Filing all the important documents according to the kind of nature
- Maintaining the warehouse cleanliness and performing the inventories every month-end to update the stocks
- Calling our possible clients to check if they're informations are still active
- Delivery coordinator facilitating the tyres are all in exact places whereby the customers chose.
- Checking the liquidate budget for our sales team
- Checking the keys of our delivery trucks and updating their gas level

AXIEM CORPORATION

Unit 3802-3804 Summit Tower One, Shaw Boulevard Mandaluyong City

Data Entry Specialist

May 12,2016-May 12,2017

- Responsible for taking information involving cancelled checks, bills, reports or other informations related to the inquiries of our clients.
- Perform duties for updating the system for storage and analysis
- And Perform the outbound calls for our clients to update their information for compiling, verify and correct their information for securing the efficient information for the performance of the Business.

INTERCOMMERCE NETWORK SERVICES INC

The Pearlbank Centre, Salcedo Village, Makati city

CLIENT SERVICE ASSISTANT (Contractual)

February 15,2015-February 15,2016

- Assigned in DHL Express NAIA Terminal III, Pasay City as Data Entry.
- Responsible for encoding the right information for import declaration
- Lodging all the Super Green Lane documents that are needed in filing and releasing the shipments from the Bureau of Customs.
- Answerall the inquiries that are needed for all the Export Declarations from shipping the goods from international countries through the EMAIL inquiries.

TRANSNATIONAL LOGISTICS SOLUTIONS CORPORATION

TDG-NYK Harbor Center Building Rail Road

corner 23rd Street, Port area, Manila

CUSTOMER SERVICE ASSISTANT (On-The-Job Trainee)

Nov 2012-Mar 2013

- Learn about Customer Service in a Logistics Industry by taking the calls for all the inquiry of the clients.
- Preparing other documents that is important for filing in the Bureau of Customs whether it is for personal use or for Business.
- Coordinating with Accounting Department for the payments of the shipments.
- Interacting with Supervisor and/or Managers for signing and checking the finality of the documents

Certifications:

- *Amazon Online Arbitrage Virtual Assistant*
Dated March 27-31, 2023
- *Facebook Ads Virtual Assistant*
Dated March 8-14, 2023
- *Copywriting Virtual Assistant*

Dated April 10-14, 2023

- **General Admin Virtual Assistant**

Dated March 22-28, 2023

- **Graphic Design Virtual Assistant**

Dated April 3-7, 2023

- **Social Media Management Virtual Assistant**

Dated March 15-21, 2023

- **Wordpress Creation Virtual Assistant**

Dated March 27-31, 2023

Educational Attainment:

Tertiary: Emilio Aguinaldo College 2011-2014
Taft Avenue, Manila

Adamson University 2008-2011
U.N Avenue, Ermita, Manila

(Bachelor of Science in **CUSTOMS ADMINISTRATION**)

Honors Received: "**Proficiency in Practicum Training**"

Secondary: Grant's Apostolic Institute 2004-2008
Upper Bicutan, Taguig City

Elementary: Grant's Apostolic Institute 1998-2004
Upper Bicutan, Taguig City

Character Reference:

Mrs. Emma Hansol

Admin Manager,
COST PLUS INC
09274154381

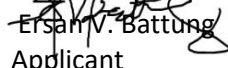
Ms. Sherryl Abagon

Supervisor/Team Lead,
TATA CONSULTANCY SERVICES
09171350319

Mr. Dennis Orbon

Service Center Manager
DHL Express
09176543594

Certified & Prepared By:


Ersan V. Battung
Applicant