

Ellah Cabuyao

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To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills.

- Average knowledge in MS Excel, Word and Powerpoint
- Flexible in terms of work
- Great communication skills
- Great on working alone but can also be a team player
- Can work on an under-pressure environment

Experience

AUGUST 2023 – SEPTEMBER 2024 (GRAVEYARD)

Client Care Representative II/Sunlife Financial-Asia Service Center, BGC Taguig City

Responsible on filing Disability Claims for the clients.

Responsible on giving updates regarding the filed claim, including but not limited to; payments, payout date, extension requirements and return to work requirements

ACHIEVEMENTS:

Was awarded as top MSR of the Quarter for the 1st quarter of 2024

NOVEMBER 2021 –JULY 2023 (GRAVEYARD)

Fraud Specialist I/JP Morgan Chase & Co., BGC Taguig City

Responsible on filing disputes for Credit Card holders against any fraud activity on customer's account.

Responsible on investigating any suspicious/fraudulent activity on customer's account.

ACHIEVEMENTS:

Was awarded as specialist of the month for 5 months.

Was awarded as specialist of the quarter for 2nd quarter of 2021.

MARCH 2020 –OCTOBER 2021 (GRAVEYARD)

Product Trainer/Nesting Team Leader/IQOR Phils., Dasmariñas Cavite

Assisting new hires to be familiarize and to be equipped with the knowledge they need to be part of the production.

Making sure that the customer service representative is well prepared on the job before endorsing them on operation.

ACHIEVEMENTS:

Consistent on getting high retention rate on new hires.

Was awarded as Trainer of the month for 4 months.

NOVEMBER 2018 - MARCH 2020 (GRAVEYARD)

Customer Service Representative/IQOR Phils., Dasmariñas Cavite

Taking payments for customers monthly phone service.

Assisting customers troubleshooting their phone for any service issue.

Explaining customers plan package, including but not limited to; explaining members bills and plan packages, features and plan promotions.

ACHIEVEMENTS:

Consistent on getting Good Scores for monthly evaluation from the client.

Got qualified as Agent of The Year 2020.

NOVEMBER 2015 –MAY 2017 (GRAVEYARD)

Customer Service Representative/Alorica, Alabang Muntinlupa

Processing payments of insurance members for their monthly premiums.

Explaining members policy, including but not limited to, explaining members prescription, doctors and hospital coverage and monthly premium or billings.

ACHIEVEMENTS:

Used to be a Subject Matter Experts who's doing floor walks and assistance for newbies on the LOB.

Used to handle a Micro-team in preparation of handling a REAL TEAM.

Education

2013-2015

Diploma in Information Technology/InFoTaB (Lucena City, Quezon)

Graduated as Gold Awardee

2013

SECONDARY/ALS Tayabas East (Tayabas City, Quezon)

Graduated as Gold Awardee

2003-2009

GRADESCHOOL/SPES (South Palale Tayabas City, Quezon)

Graduated as 4th Honorable Mention.

Character Reference

Dance Olvido

Training Manager / iQor Phils.

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Team Leader / JP Morgan Chase & Co.

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ELLAH CABUYAO