

RONEIL JOHN MONTEVILLA ABAD

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Work Experience

DISPUTES & CHARGEBACK ADMIN

Limepay AU (remote)

March 2020 - March 2023

Work Description:

- Chargeback evidence, creation, collection and submission
- Compliance monitoring (Merchants, Card Scheme & Banks)
- Transactions and payments review
- Disputes and Chargeback Playbook creation

PAYMENT RISK ANALYST - GRABPAY

Grab (MyTeksi) Kuala Lumpur Malaysia

December 2016 – Oct 2019

Work Description:

- Fraud and Risk monitoring, analysis, detection and prevention
- Account investigation and Fraud ring monitoring
- Chargeback defense and/or representment, and evidence submission

COMMUNITY SUPPORT - LEARNING & DEVELOPMENT

Uber Philippines

October 2015 – October 2016

Work Description:

- Onboarding of new-hires and Culture Training facilitation
- Responsible for rolling out updates with product-training specialists

SENIOR CUSTOMER SERVICE OFFICER

United Overseas Bank Centre of Excellence, Kuala Lumpur, Malaysia

June 2013 – May 2015

Work Description:

- Inbound support for banking products (Singapore Market)

TIER 2 CUSTOMER SERVICE REPRESENTATIVE

Telus International Phils, Manila

March 2009 - May 2013

Work Description:

- Inbound escalation support - US Financial account
- Document review and cheque matching/posting

Personal information

Birthdate	29 January 1986
Birthplace	Olongapo City, Philippines
Gender	Male
Height	5'7"
Weight	135 lbs.
Religion	Catholic
Languages (Spoken and Written)	English & Filipino

Educational Background

College	Ramon Magsaysay Tech University Bachelor in Agricultural Technology (2009)
Internship	Agrostudies - Tel Aviv, Israel (2008)
High School	Columban College (2003)
Elementary	Columban College (1999)

Trainings and Seminars Attended

2021 – Secure Payments and PCI
2021 – Anti Money Laundering Principles
2020 – General Data Protection Regulation [GDPR]
2019 – Risk Management Introduction (Online Diploma course)