

CAJES, JOMARIE F.

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CAREER OBJECTIVE:

A highly motivated and detail-oriented professional seeking a role in a dynamic organization where I can apply my analytical, problem-solving, and customer service skills while continuously growing and contributing to business success.

EDUCATIONAL ATTAINMENT:**Tertiary Education (College)****Bachelor of Science in Information Technology (BSIT) - Undergraduate**

University of Cebu – Main Campus | **June 2018 – Current**

Secondary Education (High School)**Senior High School Graduate**

University of Cebu – Pri | **Graduated March 2018**

SKILLS:**Technical Skills:**

- Quality Assurance and Call Audits
- Microsoft Office & Google Suite

Soft Skills:

- Attention to detail
- Problem-Solving
- Analytical Thinking
- Leadership and Team Motivation
- Customer Service & Communication

WORK EXPERIENCE:**Quality Analyst - Customer Service Solutions**

Qualfon Philippines Inc. | July 2023 – March 2025

- Conduct call audits to ensure compliance with quality standards
- Provide feedback and coaching to improve agent performance
- Analyze data to identify trends and recommend process improvements

Customer Service Representative - Telecommunications Account

Qualfon Philippines Inc. | December 2021 – July 2023

- Assisted customer with inquiries, billing concerns, and service troubleshooting
- Resolved issues efficiently while maintaining customer satisfaction
- Consistently met performance metrics, including quality and efficiency

