



JENNELYN TOMBADO

Freelancer / Virtual Assistant

Profile

I'm your new virtual assistant, eager and ready to help you with a variety of tasks. While I'm just starting out, I'm dedicated to learning and improving to meet your needs efficiently and effectively.

Work Experience

Teleperformance Philippines

Customer Service Associate

- **Healthcare Account**

- Taking inbound calls from Medical Professionals
- Answering calls regarding benefits and claims

Telus International Philippines

Customer Service Associate

- **Transportation Account**

- Identifying customer issues, troubleshooting problems, and providing effective solutions or escalating to the appropriate department when necessary.

Optum Global Solutions

Customer Service Associate

- **Healthcare Account**

- Nonvoice Account – process claim and denied authorization.
- Answers emails, and chat messages from customers promptly and courteously.

Foundever

Technical Support Rep

- **Telco Account**

- Handling inbound and outbound calls, emails, and chats to address customer inquiries regarding services, billing, and technical issues


Infosys BPM


Senior Process Executive

- **Financial Account**

- Respond to customer inquiries via phone regarding retirement plan details, account balances, and plan provisions.
- Process participant transactions including loans, withdrawals, distributions, and contribution changes.

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 Cabanbanan Balatan,
Camarines Sur
Philippines 4436

Education

Bachelor of Elementary Education

Central Bicol State University
of Agriculture- Sipocot
Campus

2012-2017

Expertise

- Data Management
- Graphic Design
- Calendar/Schedule Management
- Data Entry
- Customer Service

Language

English