




JENNELYN TOMBADO

Freelancer / Virtual Assistant

Profile

I'm your Virtual Assistant, eager, reliable, and ready to support you with a variety of tasks. I'm dedicated to learning your preferences, adapting quickly, and delivering efficient, high-quality results to make your work easier.

CONTACT

 +63-981-334-5394

 tombadojennelyn@gmail.com

 Camarines Sur Philippines 4436

SKILLS

- Data Management
- Graphic Design
- Calendar/Schedule Management
- Data Entry
- Customer Service
- Cold Calling & Appointments
- Canva Print & Digital (Basic)
- Web Developing (Basic)

EDUCATION

Bachelor of Elementary Education

Central Bicol State University
of Agriculture- Sipocot
Campus

2012-2017

Work Experience

Staffingly

B2B Cold Caller / Appointment Setter

2024

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2025

- Make outbound cold calls to potential customers from a provided list
- Introduce services/products, engage prospects, and persuade them of value
- Qualify leads and set appointments or pass on prospects to sales teams

Infosys BPM

Senior Process Executive

- Financial Account

2024

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2024

- 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.

Foundever

TechnicalSupport Rep

- Telco Account

2023

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2023

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

Optum Global Solutions

CustomerService Associate

- Healthcare Account

2019

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2023

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

Telus International Philippines

Customer Service Associate

- Transportation Account

2018

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2019

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

Teleperformance Philippines

CustomerService Associate

2017

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2017

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