

Gemar Mendenilla Alegre

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Career Objective

Seeking a long-term position in a company that values growth and development, where I can build a stable and fulfilling career.

Skills

- Communication Skills
- Problem-Solving & Critical Thinking
- Adaptability & Flexibility
- Teamwork & Collaboration
- Time Management
- Professionalism & Work Ethic
- Technology Skills (Digital Literacy)
- Attention to Detail
- Leadership Potential

Working Experience

BPO Experience

- Concentrix** **Transaction Processing** **Jul 2019 – Apr 2020** *Contract end due to Covid*
Handled and processed sensitive bank account files and documents with high accuracy and confidentiality, adhering to data privacy and security policies in a fast-paced back-office environment.
- Concentrix** **Advisor I, Chat Support** **Oct 2020 – Dec 2020** *Seasonal Account*
Provided real-time chat support service during peak season for a leading global athletic brand, assisting customers with a wide range of inquiries including order status, product availability, item specifications, sizing, returns, and delivery concerns.
- Concentrix** **Advisor I, Voice** **Aug 2021 – Aug 2022** *Resigned*
Provided real-time chat support service during peak season for a leading global athletic brand, assisting customers with a wide range of inquiries including order status, product availability, item specifications, sizing, returns, and delivery concerns.
- IFive Global** **Release of Information Specialist** **Sep 2023 – Apr 2025** *Resigned*
Processed medical requests and provided medical records in accordance with HIPAA regulations, ensuring the confidentiality, integrity, and security of sensitive patient information.
Maintained accurate documentation and followed strict compliance protocols to uphold patient privacy and healthcare data standards.

Education

BS In Information Technology **Colegio De Sta. Teresa De Avila Skylark Novaliches Quezon City** **Jun 2015 – Apr 2019**