



JANCELIO LEOPOLDO

CUSTOMER SERVICE
REPRESENTATIVE

PROFILE

Experienced Customer Service Representative with over 3 years of expertise in handling high-volume inbound and outbound calls across car insurance, health insurance, and tech support industries. Skilled in providing accurate information, resolving customer concerns efficiently, and ensuring a positive client experience. Adept at troubleshooting technical issues, explaining policy details, and delivering exceptional service with strong communication and problem-solving abilities.

CONTACT

- ☎ +63 969 165 1195
- ✉ jancelleopoldo@gmail.com
- 📍 Cadahuan Talamban
Cebu City

SKILLS

- Technical Issues Analysis
- Customer Service Expert
- Negotiation
- Critical Thinking
- Active Listening
- Communication Skills

EDUCATION

SECONDARY SCHOOL

Talamban National High School
2013 - 2018

BACHELOR OF SCIENCE IN INFORMATION SYSTEMS

University of Cebu
2019 - 2020

EXPERIENCE

CONTACT AGENT

OfficePartners360

2023 - Present

- Inbound and Outbound
- Insurance Coverage Team (Law Firm)
- Emails
- Claim related work (filing claims, obtaining Insurance Docs)
- Auto Insurance

CUSTOMER SERVICE REPRESENTATIVE

Sykes / Sitel / Foundever

2021 - 2022

- Health Insurance
- Interpreting and Communicating Prescription
Information to Patients
- Scheduling Clinic Visits
- Dispensing and Explaining Medication Guidelines

TECHNICAL SUPPORT REPRESENTATIVE

Qualfon

2021

- Technical Support
- Telco