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| *#208 Sikatuna St. Brgy. 412* |
| *Sampaloc, Manila 1008* |
| [*js011690@gmail.com*](mailto:js011690@gmail.com) |
| *+639989942782* |

**Jerick L. Salazar**

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| ***EXPERIENCED CUSTOMER SUPPORT/ADMIN STAFF/RECRUITER*** |

For almost eight years of work experiences, I have proven my ability to demonstrate initiative, responsibility, accountability, and to establish and maintain positive relationships with colleagues and clients. I work well independently or in a group setting. I have demonstrated four years of effective experience as a Customer Service Representative, having the ability to take in high-volume of calls and offer a solution quickly. I also have and exceptional administrative skills (organizing, prioritizing, confidentiality of documents, and detailed preparation of reports). I am also knowledgeable of the recruitment process, interview prep, sourcing using different job boards, ATS, etc.

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| ***SKILLS / EXPERTISE*** |

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| * *Customer Service* | * *MS Office Tools (best at MS Excel)* | * *CRM/ATS Tools (Siebel & Bullhorn)* |
| * *Administrative* | * *Collections* | * *Business Writing* |
| * *Technical Recruiting* | * *Research* | * *Leadership* |
| * *Accounting* | * *Screening* | * *Technical Support* |

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| ***EDUCATION BACKGROUND*** |

**Jose Rizal University - Shaw Blvd. Mandaluyong**

*Bachelor of Science in Accountancy*

*S.Y 2012 - Present*

**Technological Institute of the Philippines - Quiapo, Manila**

*Bachelor of Science in Accountancy (Dean’s Lister)*

*S.Y 2006 - 2007*

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| ***WORK EXPERIENCES*** |

**PSG Global Solutions –** *Ayala Ave. Makati City* Feb 2014 - Present

Sr. Technical Recruiter

* Sources resumes of qualified candidates for specific job orders, using job boards, applicant tracking systems, company web sites, etc.
* Conducts phone interviews to pre-screen candidates, verifying their qualifications, availability and compensation requirements; documents these interviews
* Sets up interviews between candidates and hiring managers
* Makes recommendations on additional candidate pools and recruiting techniques, after evaluating market conditions

**COMPMed Solutions, Inc -** *Brgy. Batis, San Juan* Mar 2012 – July 2013

Admin Staff / Accounts Receivables - Collection

* Regularly monitored the aging report on a weekly basis to check if there are outstanding balances owed by insurance companies, business entities, or patients, and extracted those outstanding balances from the database for collection.
* Contacted insurance companies, business entities, or patients thru phone, e-mail, mail, fax, or e-fax to notify them of their outstanding/past due balances.
* Received scanned checks and posted those payments to the company’s web-tool.
* Received explanations of review/billing (EOB/EOR) from insurance companies or business entities and reviewed it to ensure that payment received is fair and according to the guidelines of Worker’s Compensation in California.
* Created dispute letters for COMPMed, which eventually became the standard dispute letter of the company, and submitted it to the insurance companies or to the Worker’s Compensation Appeals Board – CA for any discrepancies in payments received from insurance companies or business entities.
* Mentoring new hires and making them familiarize with the work flow (gathering information, collections, posting payments, making dispute letters)

**Zephyr Communications –** *V.A Rufino Ave., Makati City* Mar. 2010 – Nov. 2011

Technical Support Representative

* Confer with customers by telephone to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
* Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.

**Stream Global Services, Inc. –***SM North EDSA-Annex, Quezon City* Nov. 2008 – Jan. 2010

Customer Service Representative

* Answer incoming calls from clients offshore and provide information about products or services, solicit sales of new or additional services or products. or obtain details of complaints
* Complete contract forms, prepare change of address records, or issue service discontinuance orders, using computers.

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| ***REFERENCES*** |

Character references are available upon request.