# Roy A. Jaleco Jr.

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**EDUCATION**

# Bachelor of Science in Information Technology 2006 — 2013

*Adamson University*

# Secondary 2001 — 2006

*Grant’s Apostolic Institute*

# Primary 1996 — 2002

*Grant’s Apostolic Institute*

# WORK EXPERIENCE

**Destinations of the World January 2017- February 2018**

*Data Entry Operator*

Mandaluyong, Philippines

* Accommodating requests from Partner Hotels all over the world together with the company’s Contract managers.
* Process Updates based on Hotel’s preference.
* Creation of Promotional Offers for the Hotels.
* Accurately managing room availability based on Hotel’s request.
* Room Rates management.
* Reporting of daily productivity via Microsoft Excel.

# LeadsRUS Inc. May 2016 – December 2016

*Research Analyst (Sales)*

Makati, Philippines

* Researching of Possible Clients or Points of contact from different companies.
* Data Profiling.
* Ensuring a good impression of the company with the client over the phone.
* Discussion of the product with the client.
* Making sure that the client is fit for the product or system implementation that the company offers.
* Discussing products and services to potential clients.
* Getting newly profiled clients to listen on the product proposal.

# Global Payments Process Centre Inc., February 2014 — May 2016

*Masterfile Analyst (Back Office)*

Mandaluyong, Philippines

* System modification for credit card terminals by utilizing company’s standard processes and system.
* Accurate setup of terminals for newly acquired merchants in the system.
* Maintenance of existing terminals.
* Processing rate change requests from client.

# Teletech Roxas April 2012 — February 2014

*Customer Service Representative (Voice)*

Pasay City, Philippines

* Handled calls for VISA Rewards client.
* Promoting items to be redeemed by customers.
* Enrolling customers to the program and placing orders for them through company’s system.
* Handled calls for VISA’s fraud prevention service.
* Detecting fraudulent transactions through customers verification over the phone and placing a block on the credit card if necessary.

# ASKIM Online English Tutorial April 2011 — Nov 2011

*Online English Tutor*

Mandaluyong, Philippines

* Teaching English as second language for Turkish students through by Utilizing Company’s E-book and Skype.

# Philippine National Bank Financial Center March 2010 — Jun 2010

*Admin Staff (Password Administration Department)*

Pasay City, Philippines

* Password Management for Employees.
* Ensures that the records of the department are updated.

# KFC (SM Bicutan) Jan 2009 — Feb 2010

*Restaurant Team Member*

Bicutan, Parañaque City, Philippines

* Serves as Cashier and helped the store by suggestive selling.
* Making sure that the customers are satisfied.

Character reference is upon request.