



# Jennyson Bodegas Escamillan

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## Present Address:

1121 P. Tarog St. Brgy. Gen. T. De Leon, Valenzuela City  
1440, Metro Manila, Philippines

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## Basic Information

<b>Age</b> 34	<b>Birth Date</b> Aug 18, 1988	<b>Gender</b> Male	<b>Civil Status</b> Single
<b>Height (cm)</b> 162.56	<b>Weight (kg)</b> 56	<b>Nationality</b> Filipino	<b>Religion</b> Christianity - Catholic

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## Work Experience

*I have been working for 12.37 years*

Apr 2022 - PRESENT  
(1 Year, 1 Month)

### SENIOR BETTER BANKING SPECIALIST

SECURITY BANK CORP.  
Banking and Financial Services  
6776 Ayala Ave. Makati City

Received inbound calls.  
Give appropriate resolutions to the client's inquiry, request, or complaints.

Nov 2021 - PRESENT  
(1 Year, 6 Months)

### CUSTOMER SERVICE REPRESENTATIVE

IBEX  
Telecommunication  
IBEX SHAW, MANDALUYONG CITY

- Answer inbound calls in a timely and friendly manner.
- Evaluate problems and complaints of the callers and provide proper solutions to them.
- Respond to the needs of customer.

Mar 2021 - Aug 2021  
(6 Months, 9 Hours)

### **Appointment Setter**

Callbox  
Telecommunication  
Brgy. Catangnan, Surigao Del Norte

- To set an appointment or webinar appointment to potential client
- Answer their preliminary questions and determine how interested they may be in your product or service.
- Provide a excellent customer service to the client.

Apr 2019 - Oct 2020  
(1 Year, 7 Months)

### **Manager**

LH-BRI LODGE  
Hotel / Hospitality  
BRGY 2 GENERAL LUNA SURIGAO DEL NORTE

Oversee the guest welcome, from enquiry to check out to deliver exceptional customer service at all times  
Manage online booking systems including optimising bed spaces and gauging availability  
Proactively review and respond to customer feedback online and in person  
Maintain and co-ordinate implementation of daily, weekly and monthly hostel task including as cashing up, recycling and waste disposal etc.

Sep 2016 - Dec 2018  
(2 Years, 3 Months)

### **Customer Service Representative/ Collection Agent**

Alorica  
Banking and Financial Services  
Quezon Ave, Centris, Quezon City

Call customer using telephone  
Inform clients of overdue accounts and amount currently owed  
Collect payment to card holder  
Listen to customer's story and determine if debt can be collected  
Giving programs to their accounts to have them options.

Jun 2015 - Jun 2016  
(1 Year, 4 Weeks)

### **Steward**

La Cigale Hotel  
Hotel / Hospitality  
Doha Qatar

Clean dishes  
Mop the floor  
Keeping the area clean.

Jun 2013 - Jun 2015  
(2 Years, 4 Weeks)

**ENCODER/ Frontline Officer**

PTCFOR(PERMIT TO CARRY FIREARM OUTSIDE RESIDENCE)  
Government  
CAMP CRAME QUEZON CITY

1. Encodes application forms for PTCFOR;
2. Evaluates requirements submitted by PTCFOR applicants prior to processing;
3. Performs assigned task in printing of approved PTCFOR Cards;
4. Encodes master list of printed PTCFOR Cards; and
5. Performs other task as directed by Chief; PTCFOR.

Jun 2011 - Mar 2013  
(1 Year, 9 Months)

**PROD. ENCODER/ RECORDER**

SILANGAN PHILTRADE CORPORTATION  
Plantations  
Quezon City

**ENCODER:** \*Check and validates prod. output report submitted by prod. recorders prior encoding. \* Prints actual number of stickers needed for each product label \* Encodes individual output of personnel (dicer/skewer) for report speed monitoring \* Computes needed stickers for label printing based on daily prod. output. \* Files document and update periodically.

**RECORDER:** \*Perform daily record tracks on all packaging material needed and used. \* Executes daily on raw material input vs. finished products calculating that standard weight is met. \* Assures that quantity recorded and submitted per table output is correct. \* Validates that the data collected were same with the line leaders.

Sep 2010 - Dec 2010  
(3 Months, 4 Weeks)

**REPACKER**

DIZON FARMS  
Manufacturing / Production  
FTI COMPLEX, TAGUIG CITY

packing all the products in your designated department.

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## Educational Attainment

Jun 2006 - Mar 2010

**Siargao Island Institute Of Tech.**

Bachelor's / College Degree  
Bachelor of Science in Information Technology

Jun 2004 - Mar 2005

**General Luna Nationall High School**

High School Diploma

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## Government Documents

### Passport

**ID Number:** P9748065A

**Place of Issue:** DFA MANILA

**Date of Expiration:** Nov 28, 2028

### NBI Clearance

**ID Number:** E254HJRN88-SC1532121

**Date of Expiration:** Nov 12, 2022

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## Trainings / Seminars

Mar 25, 2019 - Mar 27, 2019

### **HOMESTAY TRAINING**

DEPARTMENT OF TOURISM CARAGA REGION

PROVINCE OF SURIGAO DEL NORTE AND PROVINCIAL  
TOURISM OFFICE

Apr 24, 2016 - Apr 24, 2016

### **CUSTOMER EXPERIENCE EDGE (BROADSTROKES)**

Mariana Neokleous

La Cigale Hotel

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## Skills

encoding | MS office application( Word, Excel,Powerpoint) | waiter |  
customer service | singing | baking

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## Languages

tagalog | English | cebuano

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## Character References

### **Medelyn G. Reyes**

#### **PROD. PLANNER**

*SILANGAN PHILTRADE CORP.*

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### **Emelyn B. Santos**

#### **PROD. SUPERVISOR**

*SILANGAN PHILTRADE CORP.*

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