



JACQUELINE C. RAMBONANZA

CONTACT

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EDUCATION

TERTIARY

INFORMATION TECHNOLOGY

Macrosoft Computer's Technological Centre

- 2007–2009 (2-Year Diploma Course)

SECONDARY

Paliparan National High School 2003–

- 2007

SKILLS

- Basic Canva
- Zendesk and CSM
- Microsoft Word, Excel, Spreadsheet
- Basic Troubleshooting
- Computer Literate
- Currency Handling: USD, CAD, BRL, INR, NGN, PHP, RMB

PROFESSIONAL SUMMARY

Experienced Finance Specialist with 7 years in risk, payments, and fraud detection. Proficient in Zendesk, CSM, and Microsoft Office. Adaptable and efficient in high-pressure, cross-functional environments.

PROFESSIONAL EXPERIENCE

PAYMENT SPECIALIST

B.C GAME INC.

June 2023 – October 2025

- Analyse incoming and outgoing remittance daily to access financial service providers performance and recommend optimizations.
- Implement and upkeeping transaction processing workflow, ensuring compliance with company policies and industry standard.
- Handle fraud-related inquiries and escalations, liaising with external financial providers to resolves issues promptly.
- Work closely with inter department (CS, KYC, Compliance) to manage fraud inquiries and identify vulnerabilities.

RISK & PAYMENT SPECIALIST

ENTAIN MANILA (BetMGM)

August 2022 – June 2023

- KYC verification Proof identity, Age, Address, AML, SSN.
- Checking Identity of the Players.
- Checking documents of the Player Ids. Financial Card copy, Bank statement if fraud and Fake.
- Checking deposit and withdrawal pattern, Gameplay, Geolocation IP'S if device sharing before processing
- Process chargeback and refund.
- Knowledgeable using USD, CAD
- Email to the player using CSM and Zendesk

PAYMENT SPECIALIST GENX

SPORTS MEDIA

September 2021 – August 2022

- Deposit and Withdrawal
- Timely Accurately processing payout, settlement deposit of the client.
- Perform audit to all client transaction before we process the request and report unusual behavior.
- Perform daily account reconciliation.
- Knowledgeable using INR, and Indian bank.

APPOINTMENT SETTER OUTBOUND SPECIALIST

3J'S WORK FORCE

February 2021 – September 2021

- Educate the Customer.
- Response customer concern and question.
- Meet the productivity goal.

CUSTOMER SERVICE REPRESENTATIVE

24/7 BUSSINESS PROCESSING INC.

May 2019 - November 2020

- Work directly to with customers to assist, resolve complaints, answers question, and process bank payments.

PAYMENT OFFICER

DREAMWEALTH

October 2018 – July 2019

- Deposit and Withdrawal
- Checking the system. Bank name, Account number, Name, Amount before we proceed to transfer to bank.
- Perform audit to all client transaction before we process the request and report unusual behavior.
- Carry out simple reports and record keeping using Microsoft excel and spreadsheet.
- Knowledgeable using RMB and Chinese bank.