



# JESSICA BUSTOS

LOAN SPECIALIST

## ABOUT

Highly skilled customer service professional with over 4 years of experience in providing outstanding support across various industries. Expertise in building strong customer relationships, identifying needs, and delivering tailored solutions that enhance loyalty and retention.

## PROFESSIONAL SKILLS

Customer Service Specialist  
Loan Specialist  
Customer Relation Manager  
Active Listening  
Attention to Detail  
Technical Knowledge  
Communication Skills

## PERSONAL SKILLS

Market Strategy  
Accounting  
Communication  
Technical  
Problem Solving

## PERSONAL INFORMATION



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Punta, Sta Ana Manila  
1009 PH

## SCHOOL ATTENDED

Bulacan State University  
Bustos Campus SY : 2004-2007

Bachelor of Industrial Technology  
Major in Food Technology

## CERTIFICATE

Improving Your Reading Speed and Comprehension  
Credential ID: 122696251

Enhancing Communication through Listening  
Credential ID: 122693500

Six Sigma Black Belt: Leadership and Change  
Management  
Credential ID: 122862025

Six Sigma Black Belt: Lean and Six Sigma Fundamentals  
Credential ID: 122710420

## REFERENCE

Armi Legaspi  
ANZ / Tech Lead  
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Chowking / QA Supervisor  
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## WORK EXPERIENCE

### Aussie Select (LENDI GROUP)

#### Loan Specialist

- Prepares loan package documentation by sorting the initial documents submitted by the borrowers and brokers.
- Ensures that updates received through the backchannel messages sent by Australian brokers and lenders are maintained in the CRM.
- Facilitates the credit check requests placed by brokers.
- Reviews all received documents to ensure completeness and adherence to task guidelines.
- Receives and responds to all incoming e-mails.
- Manages pipeline to ensure that broker and lender contact is made and accounts are noted with current status.
- Helps CS team members by answering questions or assisting them with their pre-settlement or settlement files to help the overall team success.

### IBEX (Fedex USA)

#### Customer Service Specialist

- Responsible for providing excellent customer service related to the transportation and logistics process.
- Assisting with shipment tracking, handling inquiries, and ensuring timely and accurate delivery of goods.
- Reporting irregularities, coordinating with carriers, and recommending transportation options.

### Cafe Italia Pizzeria (Bahrain)

#### Restaurant Supervisor

- Supervise daily restaurant operations, including opening and closing procedures.
- Ensure cleanliness, organization, and compliance with health and safety regulations.
- Monitor inventory levels and coordinate with suppliers for stock replenishment.
- Lead, train, and motivate front-of-house and back-of-house staff.
- Schedule shifts and manage attendance, breaks, and task assignments.
- Address staff concerns and mediate conflicts when necessary.

## WORK EXPERIENCE

### ANZ (Australian and New Zealand Bank)

#### Everyday Banking Consultant

- Ensuring first call resolution for customers contacting us through our voice channel by consistently utilizing available tools and resources.
- Resolve customers' enquiries in an efficient and timely manner by understanding their needs, identifying the root cause of the enquiry and providing appropriate and permanent fix.
- Escalating to an appropriate specialist banker or team of experts to deliver timely and accurate resolution, when necessary.

### TELEPERFORMANCE (Avant)

#### Credit Card/Loan Specialist

- Assist with repayment schedules and account management.
- Ensure all customer interactions comply with financial regulations.
- Maintain accurate records of communications and transactions.
- Address concerns about interest rates, fees, or loan terms.
- Escalate complex issues to loan officers or supervisors when needed.

### Yoomoo Yogurt (Sharaf Retail BH )

#### Team Leader

- Operate the POS system and manage cash transactions.
- Perform end-of-day cash reconciliation and shift reports.
- Monitor inventory and report low stock to management.
- Assist with scheduling and shift planning.
- Communicate team performance and issues to the café manager.
- Help implement promotions and seasonal offerings.

## WORK EXPERIENCE

Bahrain Family Leisure Company  
Team Leader /Catering/Ponderosa

- Assist with scheduling, timesheets, and performance feedback.
- Maintain inventory of catering supplies and equipment.
- Report event outcomes and staff performance to management.
- Enforce hygiene and food safety standards.
- Monitor staff adherence to health regulations and company policies.
- Conduct pre- and post-event checks for cleanliness and organization.
- Supervise catering staff during setup, service, and breakdown.
- Assign tasks and ensure team members understand their roles.
- Train new staff on service standards and safety protocols.

Top Ideas Food Corp.  
Quality Assurance

- In line monitoring of sauce making such as Gravies, Pasta Sauce, Soups.
- Analyzing the physical and chemical characteristic of Monitoring of finish good products.
- Implementing the 5's, GMP, and Food safety in work place.
- Check the raw materials use in production.
- Identify areas for improvement in production and quality systems.
- Collaborate with production teams to implement corrective and preventive actions.
- Assist in developing and updating Standard Operating Procedures (SOPs).

## WORK EXPERIENCE

Secret Recipe food Corp.  
Quality Assurance

- Conduct regular inspections of raw materials, in-process items, and finished products.
- Monitor food preparation, packaging, and storage to ensure compliance with quality standards.
- Perform sensory evaluations and physical checks (e.g., temperature, weight, appearance).
- Maintain accurate records of inspections, test results, and corrective actions.
- Prepare quality reports and submit findings to management.
- Ensure traceability of products through proper labeling and documentation.
- Train staff on food safety procedures and quality standards.

Fresh and Famous (Chowking)  
Quality Assurance

- Evaluate chemical and physical characteristics of suppliers delivery.
- Conduct sensory, evaluation of first out goods.
- Enforce Good Manufacturing Practices (GMP), HACCP, and other food safety protocols.
- Conduct hygiene audits of equipment, facilities, and personnel.
- Train staff on food safety procedures and quality standards.quality systems.
- Collaborate with production teams to implement corrective and preventive actions.
- Assist in developing and updating Standard Operating Procedures (SOPs).