 Jeanne Paola M. Macazo

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Pasig, National Capital Region

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| **Education**   * University of Santo Tomas   Bachelor of Fine Arts,  Major in Advertising (2002)   * St. Scholastica’s College, Manila   Secondary Education (1998) | **Continued Learning:**  Seminars | Bootcamp   * Web Dev Lite (UPLIFT Code Camp)   Present – Jan 2024   * HTML + CSS (UPLIFT Code Camp)   Mar-May 2023 |

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| **Graphic Artist** Self-employed |  Freelance  2020 – present | Digital Arts  Providing solutions for varied art and design needs. Employs stakeholder management, customer service, and project management.   * Proficiency in digital apps and software programs such as Autodesk Sketchbook and Adobe Creative Suite such as Photoshop, Illustrator and InDesign for graphic design projects. * Social media content for business purposes, logo design, layout, advanced photo editing and restoration, and illustration. * Knowledge of Figma, After Effects, Premiere Pro, HTML, CSS, JavaScript, Web Development |

Experience

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| **Artist** Self-employed |  Freelance  2017 - prsent | * Fine arts   Portraiture and landscape painting using varied  media.  Daily implementation of color theory, composition,  proportions, perspective   * Product Design   Creating clothing and retail products  for online business |

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| **Customer Care Professional** Hinduja Global Solutions  2014 | * Handled all concerns relating to card members’ American Express account (Billing dispute/ account maintenance/ balance reconciliation, etc.) |

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| **Team member** BA Continuum Philippines  2012 | * Provided service and solutions to card members of Bank of America: core accounts (in-house) and affinity (other brands handled by the bank) * Consistent enhancement training,   such as risk management and Six Sigma   * Consistent AHT (Average Handling Time) and CEWS (Customer Engagement Web Survey or CSAT) champion |

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| **Performance Coach** HSBC HDPP  Feb 2009 – Aug 2009 | * Training new hires and lateral transferees from other processes * Served as team lead:   Goal setting, KPI and adherence monitoring, attendance management   * Handled operations initiatives for skills improvement   Involved in the implementation of employee engagement   activities |
| **Subject Matter Expert - Customer Experience Mentor** HSBC HDPP May 2008 – Dec 2008 | * Teaching by example, would have agents plugged into phone system to listen to live calls as the mentor makes them * Employed learning needs analysis and adult learning principles to assist agents in meeting their goals and hitting their ideal KPIs * Quality Assurance + mentor function |
| **Processing Executive** HSBC HDPP  Mar 2007 – Feb 2009 | * Credit card collections * One of the Top 10 for Customer Experience Champions Club for eight months   (November 2007 – May 2008)   * Awarded All- Star Associate (July 2008) * One of top 10 Heavy Hitters for January 2009 |

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