



JUMAR MANGOMPIT

CONTACT INFO

**Phone**

+639918390369

**Email**

jumarmangompit712@gmail.com

**Address**

Caloocan, Philippines, 1400

PROFESSIONAL SKILLS

- Portfolio:
<https://jumarm.github.io/Portfolio/>
- Project Management
- Inbox and Calendar Management
- Social Media Management
- Appointment Setting
- Data Entry
- Content Creation
- Email Marketing

SOFTWARE EXPERIENCE

- GSuite
- MS Office
- Facebook
- Instagram
- LinkedIn
- Twitter
- Canva
- Hubspot
- Trello
- Slack

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

Teleperformance PH | July 2022 - July 2023

- Provided comprehensive customer support, addressing inquiries, complaints, and issues via phone while ensuring a positive experience through product and service information.
- Top 2 Agent October 2022

MECHANICAL ENGINEERING INTERN

INGCOPH Tools | Apr 2023- Aug 2023

- Analyzed data using Excel to assess product performance, presenting findings and recommendations to the production team
- Assisted in quality control by inspecting and testing tools to meet quality standards and promptly addressed discrepancies for product improvement or to highlight any achievements

COLLECTION SPECIALIST

Transworld Systems Inc. | Oct 2023 - Jan 2024

- Managed debt collection efforts by initiating contact with overdue customers, negotiating payment plans, and ensuring compliance with legal and regulatory requirements, resulting in the successful recovery of outstanding balances and meeting or exceeding established targets.
- Best Rookie Agent November 2023

EDUCATION

POLYTECHNIC UNIVERSITY OF THE PHILIPPINES

Oct 2020- Oct 2023

Diploma in Mechanical Engineering Technology
Bachelor of Science in Mechanical Engineering

REFERENCES

- Ma. Francheska Gwyneth A. Roquel
Teleperformance PH/Business Intelligence
Analyst | roquefrancheska8@gmail.com/
09936224485