Jumar Mangompit

Virtual Assistant
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Caloocan, Philippines | LinkedIn

Education

Polytechnic University of the Philippines   Manila, Philippines
Bachelor of Science in Mechanical Engineering   2023

Polytechnic University of the Philippines   Manila, Philippines
Diploma in Mechanical Engineering Technology   2020 - 2023

Experience

Customer Service Representative | Teleperformance PH   Hybrid | July 2022 – July 2023

- Addressing customer inquiries promptly - Enhances customer satisfaction - Numerous daily interactions.
- Resolving customer complaints effectively - Improves brand reputation - Varied complaints handled daily.
- Providing product information and assistance - Increases sales potential - Frequent inquiries managed.
- Processing orders accurately - Ensures smooth transactions - High volume processed daily.
- Collaborating with team to improve service quality - Enhances overall customer experience - Regular contribution to team initiatives.

Mechanical Engineering Technology Intern | INGCOPHTools   On-site | Apr 2023 - Aug 2023

- Assisting with manufacturing processes - Improves production efficiency - Daily involvement in production.
- Collaborating with engineers on projects - Facilitates interdisciplinary teamwork - Ongoing collaboration on various projects.
- Assisted in quality control by inspecting and testing tools to meet quality standards and promptly addressed discrepancies for product improvement.
- Analyzed data using Excel to assess product performance, presenting findings and recommendations to the production team.

Collection Specialist | Transworld Systems Inc. QC   Remote | Oct 2023 - Jan 2024

- Handling customer inquiries - Improves customer satisfaction - Numerous inquiries addressed daily.
- Updating account information - Ensures accuracy of records - Regular data entry tasks.
- Negotiating payment arrangements - Reduces account delinquency - Multiple agreements reached daily.

Skills/ Tools

Programming:	HTML, CSS, Bootstrap
Technical Proficiency:	Google Workspace, Microsoft Office
Communication :	Slack, Telegram, Discord
Project Management:	Trello
CRM :	HubSpot

Projects / Open-Source

My Portfolio | Link

As a part of learning HTML, CSS, and Bootstrap, I made this Portfolio website project Using HTML, CSS, Bootstrap, and some JavaScript.