

## Jumar Mangompit

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Philippines • jumarmangompit712@gmail.com • <https://www.linkedin.com/in/jumarmangompit/>

### Education

<b>Polytechnic University of the Philippines</b> Diploma in Mechanical Engineering Technology	Sta. Mesa, Manila 2020 – 2023
<b>STI College Caloocan</b> Science, Technology, Engineering, and Mathematics – Senior High School Graduated with Honors	Caloocan, Philippines 2018-2020
<b>Caloocan High School</b> Graduated with Honors	Caloocan, Philippines 2014-2018

### Engineering / Technical Experience

<b>International Project Management Association (IPMA)</b> <b>Intern (300 hours)</b>	Fujairah, United Arab Emirates (Remote) Aug 2021 – Sep 2021
<ul style="list-style-type: none"><li>Gained foundational knowledge in project planning, scheduling, execution, and resource coordination through webinars and case studies</li><li>Applied teamwork, risk evaluation, and time management in simulated real-world engineering projects</li><li>Developed understanding of stakeholder management, contract administration, and procurement practices</li></ul>	
<b>INGCO PH Tools</b> <b>Mechanical Engineering Technology Intern</b>	Caloocan City (On-site) Apr 2023 – Aug 2023
<ul style="list-style-type: none"><li>Analyzed product performance using Excel and presented findings and actionable recommendations to the production team</li><li>Inspected and tested mechanical tools to verify quality standards and identified discrepancies for continuous product improvement</li><li>Collaborated with engineers to ensure compliance with technical specifications and production protocols</li><li>Completed <b>600 hours</b> of technical internship in mechanical engineering</li></ul>	
<b>Fe Del Mundo Medical Center</b> <b>Mechanical Engineering Intern</b>	Quezon City (On-site) July 2025 – Sep 2025
<ul style="list-style-type: none"><li>Assisted in the preventive and corrective maintenance of mechanical systems such as air conditioning units to ensure reliable hospital operations.</li><li>Conducted routine inspection, monitoring, and documentation of facility equipment performance, utility usage, and service logs to support efficient system management and safety compliance.</li><li>Participated in repair activities, troubleshooting procedures, and installation tasks under the supervision of engineering personnel, gaining hands-on experience in hospital engineering operations.</li></ul>	

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## Professional Experience

### Teleperformance PH

Quezon City, Philippines (Hybrid)

#### Customer Service Representative

July 2022 – July 2023

- Delivered frontline customer support via phone, resolving inquiries, complaints, and service-related issues across multiple campaigns
- Maintained high-quality service delivery, achieving KPIs in satisfaction and resolution time
- Awarded Top 2 Agent – October 2022 for performance excellence

### Transworld Systems Inc. QC

Quezon City, Philippines (Remote)

#### Collection Specialist

Oct 2023 – Jan 2024

- Initiated contact with overdue customers and negotiated payment arrangements to recover outstanding balances
- Ensured compliance with legal and regulatory standards while achieving and surpassing collection targets
- Recognized as Best Rookie Agent – November 2023 for high recovery efficiency

### Alorica Teleservice, Inc.

Quezon City, Philippines (On-site)

#### Customer Experience Agent

Dec 2024 – May 2025

- Resolved customer inquiries and technical issues across phone, chat, and email channels while meeting service level standards
- Utilized CRM tools to accurately document interactions and ensure seamless follow-ups and case handling
- Promoted relevant products and services through effective upselling, contributing to revenue growth

## Skills & Interests

**Technical:** AutoCAD (Intermediate), Fusion 360 (Intermediate), Microsoft Office (Advanced), Google Workspace (Advanced) , HTML/CSS/Bootstrap (Basic)

**Language:** English (Fluent), Filipino (Native)

**Laboratory:** Mechanical inspection tools, quality control procedures, basic 3D printing setup and operation

**Soft Skills:** Strong Communication, Time Management, Attention to Detail, Problem Solving, Adaptability, Team Collaboration, Organization, Critical Thinking