

## Jumar Mangompit

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### Education

#### **Polytechnic University of the Philippines**

Diploma in Mechanical Engineering Technology

Sta. Mesa, Manila

2020 – 2023

#### **STI College Caloocan**

Science, Technology, Engineering, and Mathematics – Senior High School  
Graduated with Honors

Caloocan, Philippines

2018-2020

#### **Caloocan High School**

Graduated with Honors

Caloocan, Philippines

2014-2018

### Engineering / Technical Experience

#### **International Project Management Association (IPMA)**

Intern (300 hours)

Fujairah, United Arab Emirates (Remote)

Aug 2021 – Sep 2021

- Gained foundational knowledge in project planning, scheduling, execution, and resource coordination through webinars and case studies
- Applied teamwork, risk evaluation, and time management in simulated real-world engineering projects
- Developed understanding of stakeholder management, contract administration, and procurement practices

#### **INGCO PH Tools**

**Mechanical Engineering Technology Intern**

Caloocan City (On-site)

Apr 2023 – Aug 2023

- Analyzed product performance using Excel and presented findings and actionable recommendations to the production team
- Inspected and tested mechanical tools to verify quality standards and identified discrepancies for continuous product improvement
- Collaborated with engineers to ensure compliance with technical specifications and production protocols
- Completed **600 hours** of technical internship in mechanical engineering

#### **Fe Del Mundo Medical Center**

**Mechanical Engineering Intern**

Quezon City (On-site)

July 2025 – Sep 2025

- Assisted in the preventive and corrective maintenance of mechanical systems such as air conditioning units to ensure reliable hospital operations.
- Conducted routine inspection, monitoring, and documentation of facility equipment performance, utility usage, and service logs to support efficient system management and safety compliance.
- Participated in repair activities, troubleshooting procedures, and installation tasks under the supervision of engineering personnel, gaining hands-on experience in hospital engineering operations.

## **Jumar Mangompit**

### **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