



JOHN MICHAEL CARMONA

CUSTOMER SERVICE
REPRESENTATIVE



CONTACT



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TONDO MANILA



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SKILLS

OUTSTANDING CUSTOMER SERVICE
TELEPHONE SKILLS

MULTI-TASKING

SYSTEM IMPLEMENTATION

FAST LEARNER

CAN ADAPT TO SITUATIONS VERY EASILY



ABOUT ME

Friendly and efficient customer service team member devoted to maximising customer satisfaction with exceptional service and support. Knowledgeable about industry standards with strong skill in retaining product and service information to provide effective issue resolution. Knowledgeable customer service management professional successful at improving team productivity, reducing escalated calls and increasing customer satisfaction scores.



EDUCATION

- AMA COMPUTER COLLEGE
SY: 2018 - 2020
- ARAULLO HIGH SCHOOL
SY: 2014 - 2018
- AURORA A. QUEZON ELEMENTARY
SCHOOL
SY: 2008 - 2014



WORK EXPERIENCE

- NOWCOM GLOBAL SERVICES
03/2024 TO 06/2024
CSR - COLLECTION REPRESENTATIVE
 - Monitor accounts to identify outstanding debts
 - Investigate historical data for each debt or bill
 - Find and contact clients to ask about their overdue payments
 - Take actions to encourage timely debt payments
 - Process payments and refunds
 - Resolve billing and customer credit issues
- TELEPERFORMANCE PHILIPPINES
06/2022 - 01/2024
CSR - BILLING SPECIALIST
 - Handled high-volume telephone calls to address and resolve customer queries. • Assisted customer with their concerns and provided excellent customer service • Listened to individual complaints with open mind and asked detailed questions to understand issues.
- PHILIPPINE CASHTROUT LENDING CORP
02/2022 - 05/2022
COLLECTION SPECIALIST
 - Built rapport with customers through courteous and professional communications. • Oversaw customer account inquiries, accurately providing information to resolve service complaints and guarantee customer satisfaction • Provided account information such as outstanding balances and specialize in collecting customer debt

CAN SPEAK AND WRITE ENGLISH FLUENCY

COMPUTER LITERACY

CRITICAL THINKING AND PROBLEM SOLVING

PROFESSIONALISM AND STRONG WORK ETHIC

ACHIVEMENTS

Honor Student
Top Agent over all ranking for
2023

VIVO PHILIPPINES

08/2021 - 11/2021

- Exercised creativity when producing an advertising brochure with product offerings. • Demonstrated outstanding direct, face-to-face selling skills, continually exceeding monthly revenue targets.