



Roy A. Jaleco Jr.

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440 The Centre Residence Al Muteena Deira Dubai, UAE

EDUCATION

Bachelor of Science in Information Technology <i>Adamson University</i>	2006 — 2013
Secondary <i>Grant's Apostolic Institute</i>	2001 — 2006
Primary <i>Grant's Apostolic Institute</i>	1996 — 2002

WORK EXPERIENCE

Destinations of the World <i>Data Entry Operator</i> Mandaluyong, Philippines	January 2017- February 2018
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- Accommodating requests from Partner Hotels all over the world together with the company's Contract managers.
- Process Updates based on Hotel's preference.
- Creation of Promotional Offers for the Hotels.
- Accurately managing room availability based on Hotel's request.
- Room Rates management.
- Reporting of daily productivity via Microsoft Excel.

LeadsRUS Inc. <i>Research Analyst (Sales)</i> Makati, Philippines	May 2016 – December 2016
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- Researching of Possible Clients or Points of contact from different companies.
- Data Profiling.
- Ensuring a good impression of the company with the client over the phone.
- Discussion of the product with the client.
- Making sure that the client is fit for the product or system implementation that the company offers.
- Discussing products and services to potential clients.
- Getting newly profiled clients to listen on the product proposal.

Global Payments Process Centre Inc.,
Masterfile Analyst (Back Office)
Mandaluyong, Philippines

February 2014 — May 2016

- System modification for credit card terminals by utilizing company's standard processes and system.
- Accurate setup of terminals for newly acquired merchants in the system.
- Maintenance of existing terminals.
- Processing rate change requests from client.

Teletech Roxas
Customer Service Representative (Voice)
Pasay City, Philippines

April 2012 — February 2014

- Handled calls for VISA Rewards client.
- Promoting items to be redeemed by customers.
- Enrolling customers to the program and placing orders for them through company's system.
- Handled calls for VISA's fraud prevention service.
- Detecting fraudulent transactions through customers verification over the phone and placing a block on the credit card if necessary.

ASKIM Online English Tutorial
Online English Tutor
Mandaluyong, Philippines

April 2011 — Nov 2011

- Teaching English as second language for Turkish students through by Utilizing Company's E-book and Skype.

Philippine National Bank Financial Center
Admin Staff (Password Administration Department)
Pasay City, Philippines

March 2010 — Jun 2010

- Password Management for Employees.
- Ensures that the records of the department are updated.

KFC (SM Bicutan)
Restaurant Team Member
Bicutan, Parañaque City, Philippines

Jan 2009 — Feb 2010

- Serves as Cashier and helped the store by suggestive selling.
- Making sure that the customers are satisfied.

Character reference is upon request.