Sarah Jane B. Santos - Bolongaita

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Portfolio: https://sjanedev.github.io/portfolio/

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Core Skills

- 1. People Management
- 2. Credit Analysis
- 3. Microsoft Office
- 4. Interpersonal Skills
 - Customer Service
 - Client Relations



Fast TAT Credit Services Inc.

Operations Team Lead
October 2018 - Present

• Supervision and Management

- o Leads a team of Telephone verifiers, guiding daily operations and productivity.
- O Delegates and monitor assignments to ensure accurate and timely completion.
- o Conducts performance reviews, provides feedback, and sets team goals aligned with department objectives.

Credit Investigation Report Analysis

- Oversee Credit Investigations conducted by Investigators and Specialists to provide a thorough report.
- Review and approve reports, handles and recommend escalations if necessary.
- o Ensure the team's adherence to the level of service agreed.

• Training and Development

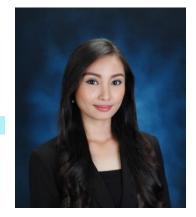
- o Provides ongoing training on client policies and company procedures.
- O Identifies skill gaps and work with team members to create development plans.
- o Fostering growth through mentorship, coaching, and constructive feedback.

Process Improvement and Reporting

- O Identifies inefficiencies in processes and implement productivity-enhancing changes.
- Compiling and presentation of reports on credit investigations and team performance.
- o Maintaining accurate documentation, ensuring regulatory compliance.

• Customer Relationship Management

- Act as the primary point of escalation for complex customer and/or client issues, providing solutions.
- Collaborate with departments (e.g., Field Investigation) to resolve client concerns and boost satisfaction.



Account Specialist

June 2016 - October 2018

- Evaluating field investigator data then generates a report that focuses on applicant's loan legibility for easy bank consumption.
- Verifying information gathered from field investigators by reaching out to customers that are candidates for loan.

Educational Background

Tertiary: Bachelor of Science in Information Technology

Cavite State University – Imus Campus

Imus, Cavite 2010 - 2016

Secondary: Mahonri Academy and Science High School

Paliparan II, Dasmariñas, Cavite

2006 - 2010

Primary: Mahonri Academy and Science High School

Paliparan II, Dasmariñas, Cavite

2001 - 2006

Character Reference: (upon request)