

# Sarah Jane B. Santos - Bolongaita

Contact Number : 0961-013-1047

Email : sjanesantos15@gmail.com

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

Address : Blk 16 Lot 22, Regal Homes Subd, Alapan 1-A, Imus, Cavite



## Core Skills

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

## Career Summary

### **Fast TAT Credit Services Inc.**

*Operations Team Lead*

October 2018 - Present

- **Supervision and Management**
  - Leads a team of Telephone verifiers, guiding daily operations and productivity.
  - Delegates and monitor assignments to ensure accurate and timely completion.
  - 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.
  - Ensure the team's adherence to the level of service agreed.
- **Training and Development**
  - Provides ongoing training on client policies and company procedures.
  - Identifies skill gaps and work with team members to create development plans.
  - Fostering growth through mentorship, coaching, and constructive feedback.
- **Process Improvement and Reporting**
  - Identifies inefficiencies in processes and implement productivity-enhancing changes.
  - Compiling and presentation of reports on credit investigations and team performance.
  - 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*)**