**CHRISTOPER**

**CHRISTOPER.362852@2freemail.com**

**QUALIFICATIONS:**

A hard working, dependable and trustworthy person with more than 10 years of work experience and extensive training in Customer Service and Administrative job.

**PROFESSIONAL EXPERIENCE:**

|  |  |
| --- | --- |
| Image result for CIBI logo**CIBI Information, Inc.**Data Validation AnalystMakati City, PhilippinesOctober 2006 – March 2017 | **Responsibilities:*** Ensure proper storage of documents regularly.
* Reinforce and maintain compliance with corporate standards.
* Develop and initiate more efficient data collection procedures.
* Encodes, verifies and validates the company and individual client details and information.
* Responsible for new data collection.
* Research and resolve any discrepancies in the data vs. source documents.
* Business listings – Securities and Exchange Commission-registered corporations & Department of Trade and Industry – registered MSME; corporate profiles, directorships and updated financial statements and general information sheets.
* Supporting monthly process, data cleansing, process improvement, automation speculation and responding to ad hoc inquiries.
* Ensures high quality of data intended for decision making.
* Knowledge in using **CIS** (Credit Information Bureau Inc. System) for Individual/Corporate report.
* Background check using **i4B** (Information for Business) for Corporate profile/Individual.
* Knowledge in using **CBS** (Credit Bureau System) for credit scoring.
* Update data using **Infonet Utility** tool for negative records.
* Responsible for informing team leaders about unusual situations affecting accuracy and efficiency of data.
* Comply with data integrity and security policies.
 |
| Image result for Medicard Philippines logo**Medicard Philippines Inc.**Sales Representative/Account ExecutiveMandaluyong City, PhilippinesJune – October 2006 | **Responsibilities:*** Promote new service features for existing and new clients.
* Report to management any issue occurring prior to handling any complaints.
* Generates weekly production report.
* Ensure all dealings with clients are consistent with organization standards.
* Provide clients with all relevant information about the range of services required and available to them.
* Do up selling and create open suggestions.
* Contributes to team effort by accomplishing sales target as needed.
* Collect client feedback on adequacy of service delivery as required by the organization for revision of service arrangements if necessary.
* Validating customer complaints, log problems and give appropriate response in a timely manner.
* Generate reports, store completed work in designated locations and perform backup operations.
* Respond professionally to customer queries by phone, email or fax.
* Assists in handling the office switchboard, assists in handling walk-in clients.
 |
| Billboard Text Inc. | Elance**Billboard Text, Inc.**Administrative Assistant/ClerkSan Juan City, PhilippinesOctober 2005 –March 2006 | **Responsibilities:** * Managing document organization, filing and maintaining confidentiality of all documents and business related correspondence and records.
* Ensure all transactions received (e-mail/ fax/ telephone) are processed within service levels.
* Answer the phone to take messages and redirect calls to appropriate colleagues.
* Report workload statistics as required by superiors.
* Monitors stocks of office supplies (stationery, etc.) and report when there are shortages.
* Perform other office duties as assigned.
 |

**EDUCATIONAL SUMMARY**

Tertiary : Bachelor of Science in Computer Engineering at Rizal Technological University

 2002-2005

Secondary : Mandaluyong High School

 1998-2002