

**Jovimin**

**Email Add:** [jovimin.381071@2freemail.com](mailto:jovimin.381071@2freemail.com)

**CAREER OBJECTIVES**

To be in a position that enables continuous learning and fosters professional growth by using my skills, experience and expertise.

**EXPERIENCE SNAPSHOTS**

**IBM – Daksh 5 years**

* **CITI Bank Australia**
  + Assist customers in credit card application.
  + Evaluate eligibility and credit worthiness of card applicant using pre-defined guidelines.``` established by the bank.
* Virgin Money Australia
* Process card activation , credit limit increase , balance transfers, offer credit card protection and autopay enrollment
* Provide excellent service by assisting customers in providing answers to customers inquiry
* Westpac Bank of Australia
  + Outbound Collections. Remind customers of past due amounts and process payments, block/unblock credit cards.
  + Inbound Collections. Process payments, make payment arrangements and provide assistance from early cycle to late cycle stage.
  + Offer debt settlement options and write off recommendations. Restrict and restore accounts.

**ICT GROUP – 3 years**

* Conduct outbound calls to HSBC US/ Carlson Group Clients
* Offer valuable services to HSBC US/ MBNA, HBC, BMO, Citibank and Acanadian tire card holders
* Offer credit card protection, legal services, travel insuramce to customers

**TOP ENGLISH CENTER- QUEZON CITY PHILLIPINES– 2 years**

**EFL INSTRUCTOR/ TEAM LEADER/HEAD OF PRONUNCIATION AND LISTENING DEPARTMENT**

* Oversee the functions of the teachers under my department
* Teach grammar, pronunciation , vocabulary to Korean tudents
* Conduct training to fellow teachers to ensure that excellent performance is achieved
* Monitor the performance of the teachers in accordance with the policies and guidelines of the institution.

**Career Milestones**

* Achieving and exceeding all the KPI’s that made me a Consistent Top Performer in Sales and Collections
* Got 100% rate for Customer Satisfaction that made my company more valued by our clients and gave more opportunity for expansion
* Promoted to Team Leader in the span of 3 months upon joining the teaching department

**CORE COMPETENCIES / SKILLS**

* Intermediate to Advance in Microsoft Office Platforms (2003 – 2010)
* Extensive knowledge various dialer platforms for both single and blended campaigns.
* Performance Management (Data Gathering, Root- Cause Analysis, Coaching, Mentoring and Developing)
* Enthusiastic, Creative and willing to assume increase responsibility
* Driven to learn and apply new Ideas and Skills
* Have strong desire for Excellence
* Highly Motivated, Hardworking , Industrious and Optimistic
* Competitive Self-starter who is Organized, Disciplined and Goal-oriented

**PERSONAL DATA**

Birth date: October 27, 1972

Height: 5’5”

Religion : Roman Catholic

Citizenship: Filipino

Civil status: Married

Language/Dialect: English, Filipino and Ilocano

**CHARACTER REFERENCE**

Available upon request.

*I hereby certify that all information given is correct and true.*