# C:\Users\jeplovesjas\Downloads\C360_2017-02-06-11-30-04-852.jpgJEFFREY

**Email:** Jeffrey.350534@2freemail.com

**PROFESSIONAL SUMMARY**

An accomplished customer service provider with over four years of professional training in back-end client servicing. A team player – capable of maintaining harmonious working ties with colleagues. A competent staff who thrives and excels in a fast-paced work environment, demonstrated by the consistent attainment of overall team goals despite increasing client demands and distinctions as top overall escalation agent for two years in his previous company.

**PERSONAL PARTICULARS**

**Sex :** Male

**Date of Birth : :** November 5, 1987

**Age :**  29

**Place of Birth : :** Makati City, Philippines

**Status :** Married

**Citizenship :** Filipino

**Religion :** Roman Catholic

**EDUCATIONAL BACKGROUND**

**TERTIARY : University of Makati**

 Makati City Philippines

Architectural Drafting

2004 – 2006 (Undergraduate)

**WORK EXPERIENCE**

**Company : ECIQuest Co. Inc.**

 Palanca St., corner Dela Rosa Ayala Makati City

**Position :** Quality Control Specialist (Tier 2)

 Non voice US BPO account

 April 2013 – January 2017

**Duties and Responsibilities :** Responsible for reviewing messages, voicemail

 from clients before sending it back to our server and

 be able to be received by recipient as text message

 **:** Ensuring that the messages being sent are 100

 percent accurate as to what the client have asked.

 **:** Requires minimal supervision to manage daily

 activities and is able to meet deadlines and quotas.

 **:** Ensure that the issues being escalated are handled

 correctly and proficiently.

 **:** Responsible of correcting errors and implementing

 correct matrix as defined by the client

 **:** Administered quality control of messages and voicemails from clients.

 **:** Ensured that escalated issues are managed appropriately within the set turnaround time.

**SKILLS AND QUALIFICATIONS**

* Adaptable to learn new processes, concept and skills.
* Can be a team player by providing required inputs on time to enable the team to process the task efficiently.
* Effective business communication verbal and written.
* Touch typist
* Computer Literate
* Self motivated

**ACHIEVEMENTS**

Top Escalation Agent overall for year 2014 and 2016

I hereby certify that the above information are true and correct to the best of my knowledge and belief.

 **JEFFREY**

 *Applicant*