

CAJIPO LAWRENCE IGLESIAS

Blk 134 Lot 16 Phase 2 Villa De Calamba Brgy. La Mesa, Calamba City,
Laguna 4027
cajpolawrence@gmail.com
09365445532

OBJECTIVE

Seeking a position of an entry-level teacher in Music and English where I can use my energetic attitude and good communication skills for the benefit of students.

EXPERIENCE

Ttec Customer Care Management Philippines

October 2022 - December 2022

Customer Service Representative

- Catering subscriber, representative/broker, provider and relatives of the member in the status of a healthcare account information through communication including membership inquiry, health benefits and, claim status for their needs.
- Maintain communication with management regarding development within areas of assigned responsibilities and perform special projects as required or requested.

Sykes Asia Inc

May 2022 - Oct 2022

Customer Service Agent (Chat Support)

- Handling inbound communication through chat in a professional manner. Resolving customer inquiries and requests and ensuring strong customer satisfaction for lodging.
- Taking outbound calls to verify the concern for booking from the hotel to waived the penalty or able to modify on their end for the customer's reservations.

Straive (SPI Technologies Inc.)

January 2020 - November 2021

Customer Service Representative/Data Technician

- Engages clients in meaningful conversations, and help them resolve their concerns.
- Responsible for providing customers to gather details and/or probe for necessary information (i.e specific concerns, account details, name, etc.) in order to correctly identify and asses clients needs for homeowner's insurance.
- Responsible for performing data review and conversion and/or editing based on project requirements and specifications.

EDUCATION

Phinma Rizal College of Laguna

2013 to 2018

Bachelor of Secondary Education Major in English

Ramon Magsaysay (Cubao) High School

1996 to 2000

Secondary



SKILLS

• Art appreciation • Verbal and written communication • Aural skills • Documentation • Classroom management • Learning enhancement • Assemble leadership • Rehearsals • Sight-reader in music sheet • Proficient in Guitar and percussion



• Audacity (Music Recording) • MS Office (Word, Excel, PPT, Outlook and SharePoint) • Citrix • Sales Force • Cisco IP Communications and Jabber



• HTML



REFERENCE

John Rhay Landingin - "Sykes Asia Inc."

Team Leader

johnrhay.landingin@sykes.com

09270132246

Liezel Elayba - "Straive (SPI Technologies Inc.)"

HR Business Partner

HRBPLaguna@straive.com

0495548621

Imelda Tabafunda - "Phinma Rizal College of Laguna"

Administrator

N/A

0495571879