



Jomhel JM M. Maneses

0007 Star Apple Gen. T. De Leon Valenzuela City
09568195675
maneses.jomhel18@gmail.com

Experienced and reliable customer service officer with extensive experience providing assistance in a busy call center setting. Strong dedication to helping customers resolve issues and cultivating a positive image of the company. Excel in both team environments

Work Experience

Customer Service Representative

07/2015 to 11/2018

MASTERCARD TRANSACTION SERVICES (PHILIPPINES) INC.

Pasig

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

Sr. Associate Representative

11/2018 to 05/2019

WNS GLOBAL SERVICES PHILIPPINES INC

Quezon City

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
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- Acknowledging and resolving customer complaints.
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- Processing orders, forms, applications, and requests.
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- Ensure customer satisfaction and provide professional customer support.

Customer Service Representative

06/2019 to 11/2020

CONCENTRIX DAKSH SERVICES PHIL

Quezon City

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- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
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- Ensure customer satisfaction and provide professional customer support.

Customer Service Representative

02/2021 to 05/2021

TTEC CUSTOMER CARE MANAGEMENT PHILIPPINES, INC.

Pasay

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- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
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- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

Customer Service Representative

12/2021 to 06/2022

ALORICA TELESERVICES, INC.

Quezon City

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- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.

- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

Customer Service Representative

06/2022 to 09/2022

AFNI PHILIPPINES INC

Quezon City

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
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- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

Customer Service Representative

09/2022 to 01/2023

RMS COLLECT PHILS INC

Quezon City

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
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- Communicating with customers through various channels.
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- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
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- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

Customer Service Representative

05/2023 to 09/2023

IBEX GLOBAL SOLUTIONS (PHILIPP

Quezon City

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- Acknowledging and resolving customer complaints.
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- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
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- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

Skills



Customer Service Specialist - 8 years

Forex trader - 2 years

Musician - 10+ years

Education



Pamantasan Lungsod ng Valenzuela

Bachelor's

Bachelor's of Arts in Information Technology

Valenzuela

06/2011 to 03/2013