

**John Michael Ore**

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**OBJECTIVE**

Obtain a challenging leadership position applying creative problem solving and lean management skills with a growing company to achieve optimum utilization of its resources and maximum profits.

**CAREER PROFILE**

- Ability to handle sensitive information with confidentiality
- Equipped in performing administrative tasks, such as data entry, report generation, and document management.
- Familiarity with CRM software and account management tools
- Familiarity with BPO processes, attention to detail
- Ability to handle irate or anxious clients with empathy

**WORK EXPERIENCE****Eastvantage**

CSR/Admin Assistant

August 12, 2024 - Present

- Assisting clients from Singapore and providing information about the job they applied for
- Connecting and helping Back Office operation with the Bosses who hire PR Singaporean
- Provide resolutions about the payments, cancellation of jobs and concerns about clients accounts

**ResultsCX**

Quality Assurance Analyst/RTA, Customer Service

Representative December 2019 - August 2024

**Quality Assurance Analyst/RTA (May 2022 – August 2024)**

- Assist supervisors and managers with administrative tasks, such as data entry, report generation, and document management.
- Listen to customer interactions to assess quality.
- Evaluate accuracy, compliance, and effectiveness of agent performance.
- Provide constructive feedback to agents based on evaluations.
- Offer coaching and training to improve performance.
- Identify areas for enhancement and recommend process changes.
- Collaborate with teams to maintain quality standards.
- Maintain detailed records of evaluations and findings.
- Attend internal and external calibration sessions.
- Collaborate with other QA analysts to align evaluation criteria.
- Immediately escalate incorrect processes or critical issues.

- Ensure consistent quality across written communication.

**Customer Service Representative – Financial Account (Dec 2021 – May 2022)**

- **Client Account Investigation:**
  - **Account History:** Review and analyze client account histories to understand their interactions with our products or services.

- **Transaction Records:** Investigate transaction details, discrepancies, and any irregularities.
- **Billing and Payments:** Assist clients with billing inquiries, payment discrepancies, and refunds.
- **Problem-Solving:**
  - **Root Cause Analysis:** Investigate customer complaints or issues thoroughly. Determine the cause and propose effective solutions.
  - **Escalations:** Handle escalated cases related to account issues, ensuring timely resolution.
- **Communication and Documentation:**
  - **Clear Communication:** Communicate findings to clients in a clear, empathetic manner.
  - **Detailed Notes:** Maintain accurate records of investigations, actions taken, and outcomes.
- **Assisting Newbies:** Leverage our tenure to guide and mentor new team members in account investigations and resolving customer issues by sharing our expertise to address challenging customer inquiries effectively.

#### **Customer Service Representative (HealthCare Account)**

- Verify client account details, including personal information and coverage.
- Understand their health care requirements, preferences, and concerns.
- If familiar with the plan, discuss its features, benefits, and coverage.
- Provide personalized recommendations based on the client's needs.
- Keep up-to-date with changes in health care plans and policies.
- Adapt to new information and communicate it effectively.

#### **Blue Magic SM City San Pablo**

Sales Staff

December 1, 2019 - January 1, 2019 (Seasonal Contract)

- Greet customers warmly and assist them throughout their shopping experience.
- Answer questions, offer product recommendations, and provide information.
- Maintain sincerity and enthusiasm while representing the brand.
- Reflect the store's commitment to exceptional customer service.
- Stay informed about current vendor tags, product details, and features

#### **Epson Precision Philippines Incorporated**

**Lipa, Batangas**

Production Operator

February 4, 2019 - August 15, 2019

#### **ON THE JOB TRAINING AND SEMINAR**

##### **City Legal Office**

One Stop Capitol San Pablo City (January 3 – April 3, 2017)

300 hours

##### **Event Manager**

OFAD IV Event Management

1st Entrepreneurship Management Conference:

The New Tax Reform Policy (Train Law)

Laguna State Polytechnic University Amphitheater-San

Pablo City (February 24, 2018)

**TRAINING AND SEMINARS ATTENDED**

**English Skills Training (EST)/Employability Skills Training Program (ESTP)**

**World Wide Link Educational Development Inc.**

Laguna State Polytechnic University AVEC- San Pablo City Campus

October 12-13, 2017

**6th Business Management Conference**

Alonte Sports Arena, Biñan, Laguna

September 23, 2017

**Dynamic Management Skills towards Stress Free Working Environment for Office Administration Students**

Laguna State Polytechnic University Amphitheater - San Pablo City Campus

October 22, 2016

**Simplifying Problems to Equalize – A Mental and Speed Math Seminar III**

Laguna State Polytechnic University Amphitheater - San Pablo City Campus