**JONALYN B. GERABAN**

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**OBJECTIVE:** To succeed in a field or career using my skills and knowledge and be part of the organization’s growth and success and at the same time to have an opportunity that will enhance my skills and help me gain more knowledge in the long run.

**EXPERIENCES:**

* **ACCENTURE** *(September 06, 2021- Present)*

ROLE: CUSTOMER SERVICE ASSOCIATES – Inbound representative who’s responsible for answering customers’ inquiries addressing their concerns and troubleshooting device and network issues about the project’s product and services.

* **IQOR Phil.** *(October 27, 2020 – January 26, 2021)*

ROLE: CUSTOMER SERVICE REPRESENTATIVE- Answering calls, attending to customers’ issues and concerns about the product and services.

* **CONCENTRIX** *(August 13, 2018 – March 2019)*

ROLE: CUSTOMER SERVICE REPRESENTATIVE - Answering calls, attending to customers’ issues and concerns about the product and services.

* **TELEPERFORMANCE Phil.** *(September 20, 2016 – September 14, 2017)*

ROLE: FRAUD SPECIALIST – Taking in phone calls, responsible for assisting customers in any disputes that they have for unauthorized transactions on their bank account. Helping them in blocking and reissuing debit or credit cards after unauthorized activity.

* **PAOTSIN SPECIALTIES** *(September 2015 – March 2016)*

ROLE: MAIN CASHIER/ OFFICER IN CHARGE) – Managing the store and the staff, in charge of the product stock and inventory.

* **PAOTSIN SPECIALTIES** *(November 2014 – September 2015)*

ROLE: SERVICE CREW – Taking customer’s order, preparing and serving food and beverages.

**SKILLS:**

* Communication
* Customer Service
* Problem solving
* Adaptability
* Critical thinking
* Active listening
* Basic computer knowledge

**EDUCATION:**

* **CAVITE STATE UNIVERSITY** *(2013-2014)*

BS in Business Management

* **STA. MAGDALENA NATIONAL HIGH SCHOOL** *(2006-2010)*

Secondary

* **BILAOYON ELEMENTARY SCHOOL** *(2000- 2006)*

Primary

**CHARACTER REFERENCES:**

* May Ann Lykee Racab - ACCENTURE

*Customer Service Associate*

*097-7617-6010*

* Daisy Lynn Dumaran – ACCENTURE

*Customer Service Associate*

*096-6580-2204*

* Chona Palapar – Paotsin Specialties

*Supervisor*

*094-6330-2652*