



# JOCAS RENZO V. PABALAN

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☎ 052-4556-476

## WORK EXPERIENCES

### Customer Service Representative - LEVEL 2

#### Alorica Global Services Pampanga, Philippines

April 2021 - June 2024

- Answers incoming calls
- Outbound calls
- Conduct interview with clients
- Establish policies by entering information
- Maintains equipment by reporting problems
- Providing quoted products to clients
- Completes relevant results as necessary to fulfill the organization's and sales mission.
- Email management

### Customer Service Agent

#### VXI Philippines Clarkfreeport Zone, Philippines

March 2018 - March 2021

- Answers incoming calls
- Outbound calls
- Conduct interview with clients
- Establish policies by entering information
- Maintains equipment by reporting problems
- Providing quoted products to clients
- Completes relevant results as necessary to fulfill the organization's and sales mission.
- Email management

### Sales Representative

#### Medical Center Trading Co. San Fernando Pampanga, Philippines

July 2017 - February 2018

- Provide excellent customer service and support to clients.
- Developed and implemented successful marketing campaigns.
- Educate clients about product and services, and answer any questions they may have.
- Maintain detailed record of sales and customer interactions.
- Perform detailed market research and analysis to identify potential sales opportunities

## CURRICULUM VITAE

📍 ABU SHAGARA SHARJAH,  
UNITED ARAB EMIRATES

## SKILLS

### Professional

- Excellent Communication
- Leadership
- Time Management
- Decision Making
- Creativity

### Technical

- Computer Literate
- Microsoft Teams
- Word, Power point, Excel
- Documentation

## PROFESSIONAL DEVELOPMENT

### NCII PASSER

#### Front Office Services

TESDA San Fernando City, Pampanga  
Philippines

### NCII PASSER

#### Bookkeeping

TESDA San Fernando City, Pampanga  
Philippines

## LANGUAGE

- English
- Tagalog
- Pampango

**Kitchen Helper/Assistant**  
**Lewis Grand Hotel**  
**Angeles City, Philippines**

*May 2016 – June 2017*

- Assist in basic food preparation.
- Clean kitchen equipment.
- Load and unload dishwasher.
- Scrub pots and pans.
- Clean food preparation and storage areas.
- Receive and store goods.

**On-the-Job Training**

**LAND BANK OF THE PHILIPPINES**  
**Angeles City, Philippines**

*September 2015 – March 2016*

- Validating Cheque
- Releasing Cheque
- Printing documents
- Setting up Meeting with client
- Helping client for requirements
- Giving forms for the client

## **EDUCATION**

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**Secondary Education**

**Bestow Emmanuel College Foundation**

Pampanga, Philippines

*Class of 2013*

**College**

**Systems Plus College Foundation - Bachelor of Science in  
Management Major in Business Administration**

Pampanga, Philippines

*Class of 2016*

## **PERSONAL INFORMATION**

Date of Birth: **September 03, 1996**

Civil Status: **Single**

Citizenship: **Filipino**

Visa Status: **Visit Visa – Available Immediately**