DANTE D. MAJILLANO JR.

PROFESSIONAL SUMMARY

Highly motivated and results-oriented Customer Service Support professional with over 18 years of experience delivering exceptional service and resolving customer inquiries across various industries. Adept at building positive customer relationships, troubleshooting issues, and providing tailored solutions to enhance customer satisfaction.

CONTACT

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WORK EXPERIENCE

AI and Machine Learning Moderator / Image-to-Text Annotator | May 2024 - November 2024
HCL Tech / NVIDIA (US Account)

- Worked specifically on tagging data sets to train machine learning models, especially in the fields of image, audio, or video recognition.
- Worked with AI models to provide human oversight, and corrections to improve machine learning algorithms and ensure model accuracy.
- Worked in conversion of visual information into structured text data by generating captions or descriptions for images, contributing to the development of image captioning models.

KYC/AML/Chargeback Analyst | January 2021 - April 2024
Ubiquity Global Services | Prime Trust / Marqeta (US Account)

- Worked on conducting thorough verification of customer identities, including reviewing government-issued IDs, proof of address, and other documentation.
- Ensured that customer information is accurate, complete, and updated during onboarding or periodic reviews.
- Reviewed and analyzed financial transactions for signs of suspicious activity, including large, frequent, or unusual transactions that may indicate money laundering.
- Used AML software tools to detect suspicious patterns and generate alerts for further investigation.
- Investigated chargeback claims by reviewing transaction records, customer communication, and supporting documentation to determine their validity, including fraudulent transactions, product/service dissatisfaction, or processing errors.
- Worked closely with the finance, legal, and compliance departments to ensure chargeback disputes are resolved in accordance with company policy and regulatory guidelines.

Sales Admin Officer | January 2020 - July 2020
Neltex Development Co. Inc. | Philippines

- Processed and validated customer orders, ensuring accurate in alignment with company policies and customer expectations.
- Supported customer inquiries and issues by providing excellent customer service, addressing concerns related to products.
- Assisted in preparing quotations, contracts, po's, and invoices, ensuring all documentation met legal and company standards.
- Managed customer databases, ensuring accurate and up-to-date contact information.

Order Management Officer | February 2017 - December 2019
TSA Group | Telstra (Australia Account)

- Managed the order process for Telstra products; this includes entering orders into Siebel system to ensure the order is fulfilled according to agreed turnaround times and with accuracy.
- Monitored the group email account to ensure that requests are actioned and completed according to agreed TAT.
- Managed customer queries and communication in a professional and service-oriented manner.
- Was part of Delay Remediation Team (DRT Group) which escalate all delays to internal groups including to the senior members of the TSA.

Warehouse Encoder | March 2016 - December 2016
First Select International | (AWOK) Dubai, U.A.E.

- Accurately encoded all data for recording for AWOK. and checked that entered data aligned with original documentation.
- Cleared and monitored invoice transmittals, and filed cleared invoices and dispatched documents.
- Segregated documents, files, and items for the requesting department to be routed to the designated location or point of delivery.

Warehouse Administrative Assistant | May 2013 - January 2016
Neltex Development Co. Inc. | Philippines

- Managed communication between the warehouse, other departments, and external vendors regarding stock availability, order status, and delivery schedules.
- Documented Shipping and Receiving: Processed incoming and outgoing shipments, preparing required documentation such as delivery receipts, purchase orders, and invoices, and ensuring timely dispatch.
- Generated weekly performance monitoring reports, including but not limited to customer service levels, dispatching time, and inventory record accuracy.
- Prepared requests for payment on warehouse monthly billings, including rental, electric, water, and telephone bills.
- Supported Warehouse Operations: Provided administrative support to warehouse staff, including scheduling shipments, tracking deliveries, and handling inventory-related queries.

Supervisor/Team Leader | October 2006 - April 2013
Bo's Coffee Club | Philippines

- Led and Supervised Team: Supervised and led a team of baristas to ensure efficient daily operations, maintaining a high level of customer service and teamwork.
- Delivered exceptional customer service by addressing customer inquiries, resolving complaints, and ensuring a welcoming and friendly atmosphere for all guests.
- Managed inventory levels, tracked stock, and coordinated with suppliers to ensure the store was adequately stocked with coffee beans, ingredients, and supplies.

CERTIFICATIONS

Data Analytics Foundation (2023)
National Association of State Boards of Accountancy

Project Management (2023)
MST Connect Consultancy
PM: Traditional, Hybrid and Agile Project Management

ACADEMIC HISTORY

La Consolacion College - Bacolod, Negros Occ. Philippines. | Class of 2006
Bachelor of Science in Commerce
Major in Business Management

SKILLS

- Computer & IT Enterprise / Database software: Citrix, Siebel, SAP
- Google Desktop and Mobile Web Applications
- Application Suites: Microsoft Office (Word, Excel, Powerpoint, Outlook)