

MARK C. CAMA

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OBJECTIVES:

I am highly flexible and multitasking individual with a strong ability to prioritize time-sensitive tasks, time constraints and an individual with teamwork skills. To utilize my 5 years of working in a fast-growing company henceforth willing to learn more challenging role in the future. I can contribute my deep passion, excellence, efficiency and commitment to the mission and vision of the organization

WORK EXPERIENCE:

Collections Representative/ Administrative

Quantrics Enterprises Inc. Almeda Highway, Roxas Avenue, Triangulo, Naga City, Philippines
October 2022 – April 2024

Duties and Responsibilities:

- Monitoring accounts to identify overdue payments
- Process payments
- Provide quotation to customer
- Addressing tax refund requests
- Knowledge of billing and collections procedures
- Contact Delinquent accounts
- Negotiating suitable payment plans

Customer Service Escalations Expert

Quantrics Enterprises Inc. Almeda Highway, Roxas Avenue, Triangulo, Naga City, Philippines
October 2020 – June 2022

Duties and Responsibilities:

- Input data in customer account for future work
- Creating appointment for customers.
- Managing customer service escalations and ensuring customer satisfaction
- Handles escalated cases that require more technical, product, or policy knowledge, or more empathy and diplomacy.



PERSONAL INFORMATION

Nationality: Filipino
Status: Single
Birthdate: 11/19/1995
Birthplace: Daet Camarines Norte
Religion: Roman Catholic
Height: 5"7
Visa status: Tourist visa

SKILLS/QUALIFICATION

- Computer proficiency
- Microsoft expert
- Communication
- Analytical thinking
- Time management
- Organize

EDUCATIONAL BACKGROUND

AMA Computer College Naga Campus

Bachelor of Science in Information Technology
Magsaysay Road, Naga City
2014 – 2017

Naga City School of Arts and Trades

Sabang, Naga City
2010 – 2014

WORK EXPERIENCE:

Customer Service Representative (Amazon Retail)

Sutherland Global Pili, Camarines Sur, Philippines

January 2020 – June 2020

Duties and Responsibilities:

- Handle customer complaints
- Provide appropriate solutions and alternatives within the time limits
- Follow up to ensure resolution
- Keep records of customer interactions

Character references available upon request.
