



RAY ANTHONY A. CALAMBA

A hard-working and committed individual who is able to work well as part of a team as well as under own initiative. Has excellent communication skills and is able to coordinate with colleagues and any individual in a professional manner. Trustworthy, reliable and able to follow instructions to maintain a high work output with great accuracy and efficiency.

Skills

- Conversant in Microsoft Office (MS Word, Excel, and PowerPoint)
- Proficient in written and verbal English communication
- Competent to communicate with different levels of organizations
- Basic computer trouble shooting

Education

Iglesia ni Cristo (Church of Christ) School for Ministers – June 2012 to April 2017

Bachelor in Evangelical Ministry

**Xavier University - Ateneo de Cagayan
– June 2003 to October 2008**

Bachelor of Science in Information Management

Experience

Agents Only (Domino's Pizza) – January 10, 2022 to September 30, 2022

Customer Service Representative – Pizza Order Taking

Tasks:

- Greeting customers enthusiastically and with a positive personality – taking orders with a smile.
- Receive and process telephone orders expeditiously to ensure customer satisfaction and timely pizza delivery.



**Phase 2 Block 34 Lot
1, Westwoods,
Canitoan, Cagayan
de Oro City, 9000
Philippines**



**+63 963 096 3688 /
+63 905 527 5727**



**rayanthony.calamba
03@gmail.com**



- Ability to perform repetitive tasks, work under stress, meet strict quality control standards, coordinate with coworkers and customers, analyze and compile data, and make sound ethical judgments in a timely manner.
- Process card payment if the customer opted for either credit or debit card.
- Transfer to the store if the concern is beyond order taking.

Hexpress Healthcare Ltd – November 5, 2020 to November 12, 2021

Customer Service Representative - Healthcare Account

Tasks:

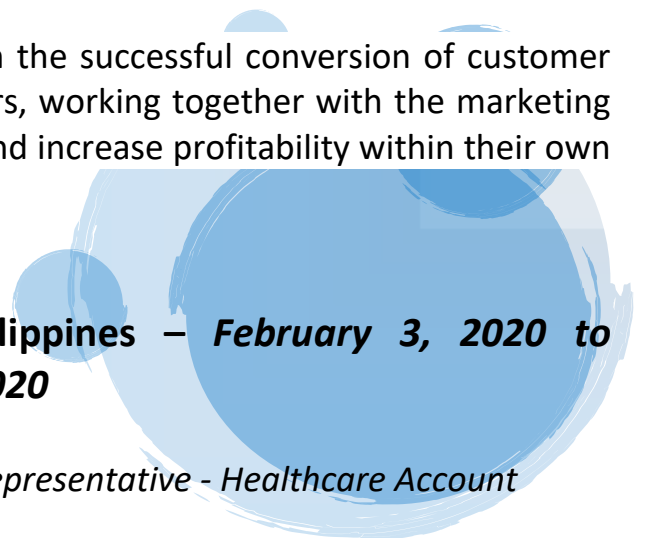
- Act as an ambassador for the Company as the first point of contact for all customers.
- Embracing, promoting, and delivering a world class service.
- Responsible for order fulfillment.
- Ensuring all customer queries, questions and concerns are addressed and actioned efficiently and correctly.
- Multi-tasking and prioritizing workflow in accordance with Service Level Agreements (SLAs).
- To identify and assess customer needs to achieve satisfaction.
- To be proactive in the successful conversion of customer leads to sales/orders, working together with the marketing team to generate and increase profitability within their own country.

EXL Service Philippines – February 3, 2020 to September 23, 2020

Customer Service Representative - Healthcare Account

Tasks:

- Assist members and providers with questions and concerns regarding their health benefits, pharmacy services, and claims.
- Handles more complex issues related to members and providers and helps ensure they receive a high level of





support with quick resolution.

- Develop knowledge of the company's various products and services, and multiple levels of benefits within each to best assist our providers and customers.
- Handles Enrollment and Eligibility of new and members who are choosing us for their coverage. Data entry and updates, responding to member eligibility or group questions or verifying enrollment status.
- Work by phone or correspondence to gather information and generate accurate billing statements. Interact with customers and co-workers to get to the bottom of things and work through specific billing discrepancies.
- Provide valuable input to our evolving policies, systems, methods, and procedures.
- Create win-win situations for our members, our partners, and for the people on our high performing teams.

iQor – RMS Collect Phils. Inc. – March 24, 2019 to January 10, 2020

Customer Service Representative - Telecommunication Account

- Customer retention working with high-risk customers by performing all aspects of customer service, including answering busy phone systems, advising customers of special promotions, and providing detailed information for various products.
- Resolved billing questions and disputes and provided technical support for companies supported cell phones and wireless devices.
- Maintained a 100% positive feedback from customer surveys.

SYKES Philippines - Sykes Asia Inc. – May 2011 to May 2012

Customer Service Representative - Telecommunication Account

- Maintain up to date knowledge of the company's products and services.
- Respond to customer's queries about companies' services,





equipment, promotions, roaming, billings, and walking through customers on basic troubleshooting.

- Enhance customer retention and satisfaction by providing outstanding and prompt customer services.
- Take customer calls and complete service orders.
- Understand customer needs and recommend appropriate products and rate plans.
- Develop innovative ways to sell the company's products and services to customers.
- Handle customer requests for payment, activations, upgrades, and other services.
- Handle large volume of customer calls efficiently.

Pepsi-Cola Products Philippines Inc. (PCPPI) – July 2010 to March 2011

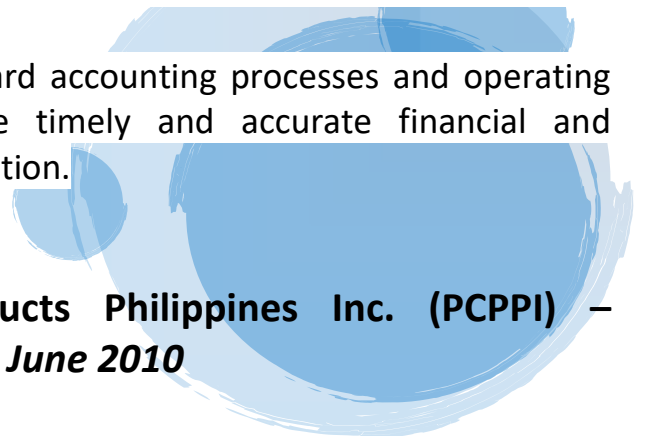
Sales Office Manager – Butuan Branch

- Supervise and implement standard and necessary procedures in managing Full Goods and Containers to ensure physical safeguards and product availability.
- Implement SOPs on maintenance and recording fixed assets/fleet and marketing collaterals to prevent losses and control capital/operating expenses.
- Implement effective controls on settlement and cash to ensure cash is properly accounted for and protected against losses and embezzlement.
- Implement standard accounting processes and operating reports to provide timely and accurate financial and operational information.

Pepsi-Cola Products Philippines Inc. (PCPPI) – February 2009 to June 2010

Accounting Analyst

- Audits, validates, processes payments, and performs.
- Costing/Inventory/Fixed asset analysis and reporting tasks and provide support and technical expertise in accordance with PFRS and company standards, policies, and procedures with the objective of providing timely, reliable,





and accurate information to meet company financial objectives.

Local Government Unit of Camiguin – November 2008 to January 2009

Office Clerk (Part Time)

- Maintaining files and records so they remain updated and easily accessible.
- Sorting and distributing incoming mail and prepare outgoing mail.
- Answering the phone to take messages or redirect calls to appropriate colleagues.

Eligibility

Civil Service Career Professional Passer

