



**Aniceto D. Bohol**  
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**Mobile Number: 09682654119**  
**Liloan Cebu City**

**Career Objective:** A position where my excellent problem resolution skills and product-based knowledge will be used to gain new customers and retain existing ones.

**Skills:**

- Over three years of experience in Customer Service and Technical Support
- Two years as a health care advocate
- Five months of experience Sales Representative for outbound calls
- Excellent skills in providing resolution to gain customer satisfaction
- Quick learner about company and services
- Can work without Supervision
- Able to handle complex calls and situations
- Able to deal with irate, abusive and irate callers
- 2 years' experience in hospitality industry

**Professional Experience:**

**Synchrony Global Services Inc. (September 2022-June 30, 2023)**

*Collections Representative*

- Resolving overdue bills and collecting payments from those who owe
- Inform clients of overdue accounts and amount currently owed
- Review terms of credit documents
- Process payments and fraud disputes

**EXL Incorporation Services (July 2019-August 2022)**

*Customer Service Representative /Financial Advocate*

- Helping individuals and institutions improve their financial wellness through life & health insurance, retirement services, annuities and investment
- Tax inquiry, process loans and withdrawals

**Teleperformance Inc.-(August 2017-March 2018)**

*Customer Service Representative/Health Advocate*

- Furnishing members and health care practitioners with details regarding members' benefits
- Process payments and credit to their account
- Granting pre-authorizations for medical treatment, if covered.
- Involve prescriptions and their benefits if covered
- Process individual and group claims
- Assist with doctor appointment and calling providers
- Advising members of outstanding co-payments
- Canceling members' plans upon their request, or due to recurrent non-payment

**Sykes Asia Incorporated-(April 2015- June 2017)**

*Customer/Technical Support Representative*

- Received inbound calls to make up-sale or make a sale
- Technical Support for Phone service and internet service
- Involve in processing orders for internet equipment
- Escalating priority issues or customer complaints
- Arranging appointments for technician to attend premise and make repairs

**Convergys Nov 2013- March 2015**

*Customer Service/Sales Representative*

- Assist customer inquiry about their items ordered
- Process replacement and refund
- Involve sales on items so that company can get more profit

**Educational Background:****College:**

Bachelor of Science in Hotel Restaurant and Tourism Management  
Southern Leyte State University-Main Campus, Sogod, Southern Leyte

**Character Reference:**

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