

TENIE MARIE B. RIVERO

Ylaya , Talamban, Cebu City

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CAREER OBJECTIVE:

Seeking a challenging and responsible position where abilities, education, and experience will have valuable application. Position should provide an opportunity to continue growth and advancement.

Eligibility: **Civil Service Passer – Professional Level** on October 18, 2015

QUALIFICATIONS:

- Honest, dependable, hardworking, flexible and can work under pressure
- Accuracy and attention to detail
- Judgment and problem solving
- Interpersonal, Communication and Leadership skills

WORK EXPERIENCE:

- **JPMorgan Chase & Co.** November 11, 2022 – Present
 - Assist clients in their credit card concerns.
 - Files disputes in behalf of the client.
 - Tags fraudulent transactions reported by the client.
 - Receives payment from clients for their credit card dues.
 - Helps client with Balance Transfers, Access Checks & Cash Advances.
 - Sends credit card statements and year end statements as requested by the client.
 - Helps client in reading their credit card statement.
 - Assists client in changing their due date & legal name change.
 - Assist client in setting up their Chase account through the website or mobile application.
- **Cashier at Social Security System (SSS) November 5, 2018 – July 31, 2022**
 - Receives all types of payments.
 - Validates payment return forms.
 - Reconciles cash/cheques received versus validated payment return forms.
 - Deposits cash/cheques to SSS depository bank.
 - Performs data control on Batch Balance lists versus payment return forms.
 - Performs daily cash book recording.
 - Prepares daily and summary collection report.
 - Performs other related duties as may be assigned or delegated by the Social Security Officer II/Corporate Executive Officer I.
- **Clerk at Social Security System (SSS) June 27, 2017 - October 31, 2018.**
 - Responsible for dishonored cheques reports and post dated cheques reports.

- Responsible for notifying the owner of dishonored cheques.
- Sending of dishonored notice to members or employers and their respective account officer.
- Encodes Coop collections and prints daily ATS Cashbook.
- Prints daily deposit and undeposited reports.
- Responsible for cheque validation and printing of transmittal.
- Updating of PRF Inventory and daily walk-ins.
- Answers phone calls.
- **Customer Service Representative at Teleperformance (Expedia Elite) Voice**
April 25 2016 - February 04 2017
 - Take inbound calls from VIP customer of Expedia/ Travel Account
 - Assist customers on their bookings Hotel, Flights, Car Rentals and Activities.
 - Assist customer on their Flight accommodation concerns by checking booking system like Amadeus and Sabre.
 - Contacts various Airline Industries all over the world to assist customers on their flight accommodation.
 - Assist cancellation and changing of their reservations as well as addressing their concerns regarding their travel or lodging experience.
 - Assist customers eligibility on refunds based on the policies set up by airlines and hotels.
 - Assist customer on directions and location of their booked Hotel.
 - Assist customers on their flight preferences like, choosing airline seats and other personal concerns.
- **Customer Support Professional at Convergys (Sprint- Telco Account)** April 15, 2015 - June 23, 2015
 - Take inbound calls for customers and answers their concerns regarding Sprint products and services.
 - Assist customers on upgrading their mobile plans.
 - Handles complaints and troubleshoot Telco issues like signal on their mobile phones.
 - Assist customers on various phone device specifications.
 - Up-sell products and after sales support.

WORK EXPOSURE

- Networker at Aim Global (Empowered Consumerism)
- On- the job training at Golden Prince Hotel and Suites.
- Former working scholar of Recoletos Educational Assistance for Deserving Students (**READS**) at **USJ-R** - Human Resource Management Office.

ORGANIZATIONAL AFFILIATIONS:

- Philippine Taijutsu YawYan Mixed Martial Arts Inc. Board of Trustees/Treasurer (2017-2020)
- Junior Philippine Institute of Accountants, USJ-R Chapter Member (2012-2016)
- USJ-R Peer Ministry Member (2012-2016)
- Recoletos Educational Assistance for Deserving Students Member (2013-2014)
- Children of Mary – Vincentian Marian Youth Vice President for Human Development and Leadership (2011-2013)

- Catholic Charismatic Renewal (2015- Present)
- Couples for Christ (2023 – Present)

SEMINARS AND TRAININGS ATTENDED:

- Seminar Workshop on Service Quality Fundamentals
- Training Workshop on ISO 9001:2015 QUALITY MANAGEMENT SYSTEM (QMS)
- Training on the Teller System
- Seminars on “Payroll Accounting”, “Internal Auditing” and “New Government Accounting Standards”.

EDUCATIONAL BACKGROUND:

College

Degree : Bachelor of Science in Management Accounting
 School : University of San Jose- Recoletos
 Graduated : 2016
 Address : Magallanes Street, Cebu City
 Awards : **Consistent Deans list & *Cum laude***

Secondary

School : Gabriel Jurado Foundation School, Inc.
 Address : Flores, Catmon, Cebu
 Graduated : 2012
 Awards : **Salutatorian**

Primary

School : Guadalupe Elementary School
 Address : V. Rama Avenue, Guadalupe, Cebu City
 Graduated : 2008
 Awards : **6th Honorable Mention**

CHARACTER REFERENCES:

Mrs. Philamer S. Cañeda
 Teller Head at Social Security System (SSS)
 0995-752-9155

Ms. Liz Dianne E. Escoton
 Administrative Officer II at Department of Education (DepEd)
 0921-410-5008

Mr. Val Christian Rivero
 Help Desk Consultant at Cognizant
 0975-962-2067

