



## **JEDD CHRISTIAN V. AMONCIO**

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**Objective: To be able to apply my knowledge and skills in a working environment which is challenging yet rewarding, provide exemplary customer service to clients and to drive people engagement in their profession which aims to drive performance, retention and excellence.**

### **Education:**

**Tertiary Bachelor of Science in Commerce Major in Advertising  
Mgt.**

**De La Salle University - Manila**

**2009-2012**

**Secondary Saint Vincent de Paul College**

**2005-2009**

### **Honors/Awards:**

**5-Year Loyalty Service Award**

Capital One Philippines Support Services Center  
January 2021

**Top 5% (Quarterly) Performing Unit Manager**

Capital One Philippines Support Services Center  
Q4 2020, Q1 2021

**Top 5% (Monthly) Performing Unit Manager**

Capital One Philippines Support Services Center  
January, February, August, November 2020

**Top 5% Performing Customer Service Representative**

Capital One Philippines Support Services Center  
April 2017 – December 2017  
January, April, September 2018

## **Related Work Experience:**

### **Client Relationship Manager / Business Development Manager**

Country Community Magazine, October 2022 - Present

- **Lead Generation** – Outbound calls and Email marketing for Business related to Equine to Advertise through our online magazine.
- **Data Entry** – Create databases and trackers through Google Sheets results of Cold Caller Tasks and reports to Management Team for updates.
- **Account / Client Manager** – Assist existing clients that are in need of additional Marketing strategy, coordinates with Graphic Artists for production of marketing materials.

### **Virtual Administrative Assistant**

Lartey Wellness Group LLC. April 2022 - October 2022

- **Account / Client Manager** – Assist potential and existing clients that are in need of therapy and Medicine Management Sessions with our Clinicians that caters to Mental Health. Coordinates through outbound calls, emails and text to staff / clients if modifications and changes are needed with existing appointments.
- **Cold Caller / Outbound Sales** – Outbound calls and Email marketing for Networking Events of Lartey Wellness Group LLC targeting Business Owners and Gov't Officials to register as Sponsors or Participants.
- **Data Entry** – Create databases and trackers through Google Sheets results of Cold Caller Tasks and reports to Management Team for updates.

### **Customer Care Professional**

American Express, US Small Business, June 2021-April 2022

- **Inbound Sales:** Provides solutions to US Small Business owners for their lending and credit card needs including suggesting benefits, rewards structure and features that can be leveraged for their businesses.
- **CSR:** Assist credit card customers with basic servicing concerns (Lost/Stolen card; Statement and Payment Inquiries, Waiving of fees and interests, etc.) – Inbound calls
- Assist customer with Fraud and Dispute Claims (Intake and Status updates)

## **Team Leader (Unit Manager)**

*Capital One Philippines Support Services Center (Unit Manager)*  
*April 2019 – April 2021*

- Creates and Evaluates Calls (monitored / surveyed) to develop inbound agent's potential in providing exemplary customer service to US credit cardholders.
- 10:10 Coaching Sessions (Call Improvement, Performance Updates, Policies Adherence, Corrective Actions, Career Growth Discussions etc.)
- Admin Tasks includes the ff:
  - Call Calibration with Managers
  - Timekeeping, Editing and Leave Without Pay Tracking
  - Assist Functional Group Concerns Escalation (HR, IT, Scheduling, etc.)
  - Operational Discipline Report (Short Calls, Invalid Transfer, Long Holds, etc.)
  - Social Distancing Guidelines Daily Audit
- Other Work Stream Tasks includes the ff:
  - Growth and Development Lead
    - LEAP Program Queue POC (High Potential Agents)
    - Agents and UM Operations Onboarding (New Joiners)
    - WOW-in Action Program (Outlier Support)
    - Post-Nest POC (Post-Nesting Agents)
    - LEAP+ Program (High Potential Unit Managers)
  - AHT Trend and Driver Review (Presentation to Operations)
  - Investing-For-Good Communications Lead (Creates Slides and advertising materials for Charitable events such as Donation Drive, Volunteerism drive etc.)

## **Sr. Operations Representative**

*Capital One Philippines Support Services Center (Agent) January 2016*  
*– April 2019*

- **Inbound Sales:** Provides solutions to US Customers for their lending and credit card needs including suggesting benefits, rewards structure, adding additional users, and features that can be leveraged for their businesses.
- Assist credit card customer with basic servicing concerns (Lost/Stolen card; Statement and Payment Inquiries, Waiving of fees and interests, etc.) – Inbound calls
- Assist customer with Fraud and Dispute Claims (Intake and Status updates)

- Expanded Role as a *Nesting Coach* (July 2017 – September 2019) •  
Assist New Hires with Training and Onboarding (Classroom Facilitation and Immersion)
  - Evaluates Call and Evaluation for New Hire Nesting agents
  - Peer-to-Peer Coaching (Monitored / Surveyed Calls, Behavioral (attendance, Potential Regulatory and Business Intents violation; etc)
  - Creates and Presents MidNest and End-of Program Report to Training and Operations.
  - Conducts Post-Nest Program for assigned agents (Continuity for the next 90-days)

**Human Resources Associate – Employee Engagement** *Convergys Singapore Holdings (HR) March 2015 – October 2015* • Over-all

- in-charge of all Engagement Activities for all Employees of Convergys Baguio 1 from planning, executing and post-event activities; Coordinating with different Site Engagement Leaders in coming up with Inter-Site Engagement Activities.
- Handles own Engagement Team and evaluates performance of each
  - Does different HR tasks such as:
    - Conducting New Hire Orientation (NHO) for new employees of the site
    - Auditing/reviewing employees' files/requirements
    - Bank Forms Completion for Payroll Account Generation
    - Answer employees HR-related inquiries
    - Conducts Exit Interview/Clearance and generates Reports • Basic Knowledge of Process Documents (Gov't docs)

**Field Service Scheduler Agent**

*Convergys Singapore Holdings*

*MasTec (Back Office) November 2013 – March 2015*

- Removes "Reserve Capacity" and "Jury duty" from technicians' route for the day in order to receive their scheduled activities/tasks • Collates and submits end of day (EOD) report for all of MasTec's offline line of business to the client
- Assists with other offline tasks (*Activities for Noting, Activities on Hold, Pending ISR, Exede Unresolved, Centralized On-Line Ticketing System*) for MasTec

**Centralized On-Line Ticketing System Agent**

*Convergys Singapore Holdings*

*MasTec (Back Office) July 2013 – November 2013*

- Does major modifications with MasTec technicians' profile (*Address, Skill Package, Schedule, etc.*)
- Creates new technician profile whenever MasTec will hire a new set of technicians
- Deactivates/Reactivates technician's profile depending on MasTec's demands
- Relocates technicians from one service region to another depending

- on MasTec's demands
- Plots/ Removes sick leaves, vacation leaves, etc. depending on MasTec's demands

### **Senior Customer Service Specialist**

Convergys Singapore Holdings

Mastec (General Population) July 2012 to July 2013

- Provides exemplary customer service on every call by ensuring issue resolution and customer satisfaction in line with the program's quality targets and guidelines.

### **Personal Background**

A determined and result-oriented team player who works well under pressure, creative and innovative in coming up with ideas to maximize employees' potential to improve performance, and has a strong character in delivering company's policies and programs which increases over-all employee and job satisfaction. Various experience with diverse individuals defines the leadership skills that I possess.

### **References:**

#### **Ms. Jet Eloriaga**

Senior Unit Manager  
Capital One Philippines  
Contact No. (0917) 681-6435

#### **Ms. Jasmin Ramos**

Senior Unit Manager  
Capital One Philippines  
Contact No. (0917) 886-7548

#### **Ms. Raisa Avila**

Unit Manager  
Capital One Philippines  
Contact No. (0917) 872-9557

#### **Ms. Leanne Marie Llegado**

Site Director  
Convergys Baguio  
Contact No. (0917) 885-2333

I hereby declare that all above stated information are precise and true to the best of my knowledge.

**Mr. JEDD CHRISTIAN V. AMONCIO**