



Roberto III Loy Sainz

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A Mentor in customer service/ BPO industry. A graduate of accounting technology

with a strong foundation on principles that equip me with relevant technical and analytical skills necessary in financial decision-making, fraud investigation and handling case analysis.

CAREER HIGHLIGHTS

- Basic knowledge in KYC concept and procedures | Learner's Achievement Verification of completion in Know Your Customer & Customer Due Diligence Training (Alison, *CPD Accredited*)
- Exceeding required KPI's | Circle of excellence awardee | Top agent 2022
- Excellence in leading the team to work towards achieving KPI's | Top Mentor November 2022

SKILLS

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|-----------------------|-------------------------------|-----------------------|
| • Fraud Case Analysis | • Proficiency in MS Excel, | • Communication |
| • Time management | PowerPoint and Word | • Basic knowledge in |
| • Research | • Teamwork | Accounting Software |
| • Critical thinking | • Flexibility/adaptability | |
| • Negotiation | • Knowledge of collection law | • Attention to Detail |

WORK EXPERIENCE

AFNI, Inc.

Mentor | October 2019 – Present

- Responsible in ensuring the facts and details are correct so that the project's/program's deliverable(s) will meet the needs of the stakeholders, legislation, policies, standards, and best practices.
- Accountable in mentoring, training, guiding less experienced agents, and driving productivity in reaching set targets.
- Delivered reports and performance-based assessment if needed to ensure goals are met
- *Customer Service Associate | December 2021 – October 2022*
- Responsible in customer verification process to safeguard the client from potential fraud
- Managing incoming calls and customer service inquiries regarding phone or mobile phone services, billing concerns or promo packages

Concentrix

Technical support specialist | April 2016 – May 2019

- In charge of identifying technical issues customers are experiencing and resolving concern
- Identifying and correcting hardware and software problems
- Managing system updates and communicating technical information to users.
- Meeting deadlines for projects and fulfilling service tickets.

Accenture

Collections Specialist | September 2014 – March 2015

- Locate debtors, notify them of overdue payments, and make collection arrangements
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- Review accounts to determine how to get the maximum amount of revenue
- Create systems to regularly bring in revenue.
- Keep accurate records of account statuses and collection operations. Help clients resolve disputes and negotiate repayment plans

ACCOMPLISHMENTS

- Top Mentor | 2022
- Circle of Excellence Awardee | 2022
- Top Agent | 2022
- Top Agent | 2018
- Civil Service Exam (Professional) Passer | 2014

EDUCATIONAL ATTAINMENT

Asian Development Foundation College

Bachelors of Science in Accounting Technology | 2011 - 2014

Bachelor of Science Major in Accountancy | 2010 – 2011