

*Jelly L. Beltran 11th St. Balete, Tarlac City
Cellphone # 09634385606*

High-Energy, Confident professional with an infectious enthusiasm for technology

Personal Background

Name: Jelly L. Beltran

Date of birth: August 12, 1989

Civil Status: Married

Gender: Male Height: 5'3 1/2"

Religion: Catholic

Work Experience

Team Manager

Alorica Clark Philippines Inc.

From November 19, 2018 to present

Job description: doing a weekly one on one coaching ensuring to meet clients needs for the business and making sure to hit even hygiene metrics, weekly reporting to the manager, monthly business review with team performance with client, creating tickets for the areas with down service and providing feedback about it to the customer, doing escalation calls with billing and technical concerns, updating power BI regarding agents monthly performance, scrubbing of calls, scrubbing daily attendance for payroll.

Technical Support Senior Representative

Alorica Clark Philippines Inc.

From November 16, 2017 to November 18, 2018

Job description: providing on the spot feedback to the agents, assisting agents with not familiar processes and hard to deal with customers, creating end of day reports for tracking, alignment of agents to any new process, handling the team if the team manager is in a meeting.

Technical Support Representative

Alorica Clark Philippines Inc.

From July 21,2017 to November 15,2017

Job description: providing technical support assistance with customer calling about any service related concern, filling of tickets with issue with no resolutions.

Customer Service Representative

Alorica Clark Philippines Inc.

From January 16,2017 to July 20,2017

Job description: providing customer service assistance with billing concerns and account modification. Making sure to get customer buy-ins

Customer Service Representative

Tata Consultancy Services

From July 29,2015 to December 15,2016

Job description: processing claims for customers that are having issues with their properties, collecting documents for the claim, process of mortgage loans.

Technical Support Representative

Sutherland Global Services

From September 2,2014 to July 29,2015

Job description: providing technical support on the new launch device for amazon kindle.

Educational Background

Tertiary:

AB Psychology Major in Psychology (S.Y.2009-2011) Tarlac State University

Secondary: Tarlac National High School (Annex) S.Y.2002-2007

Elementary: CentralAsucareraDeTarlacElementarySchool S.Y.1996-2002

CharacterReference

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