

## JANINE GUILLERMO MICU

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Location: Balungao, Pangasinan Philippines

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**ABOUT ME:** I am a driven and hard working professional, looking to use my experience and skills in critical thinking and decision-making, in order to contribute to the success of the organization.

### **SUMMARY:**

- 2 years and 10 months experience as Customer Service Representative.
- 2 years and 7 months experience in Collections.
- 1 year experience as Quality Assurance Specialist.

### **WORK EXPERIENCES:**

**Company:** Ezy Service Centre Corporation - Ortigas, Pasig City

**Account:** Lending Company in Australia

**Duration:** August 8, 2022 to July 24, 2023

#### **Collections Officer**

- Made daily outbound calls to debtors to collect payments and negotiate payment plans while adhering to collections policy.
- Maintained accurate records and documentation of all collection activities.
- Responded to debtors inquiries and resolved customer complaints in a timely manner.

**Company:** Deep Blue Company Philippines (formerly Think Support Services Inc.) – Ayala, Makati City

**Account:** Online Legal/Conveyancing Company in Australia

**Duration:** April 2, 2018 to June 30, 2022

#### **Quality Assurance Specialist (May 21, 2021 to June 30, 2022)**

- Conducted regular quality checks on Front of House and Sales team work to ensure they meet Company standards.
- Collaborated with cross-functional teams to identify and resolve quality issues.
- Maintained accurate and organized records of quality assurance activities.

#### **Acquisition Support / Quality Admin (April 2, 2018 to May 20, 2021)**

- Data entry (input necessary information in excel sheets and CRM).
- Checked daily and monthly sales, leads, conversions and productivity and report to management.
- Supported sales team and pre-qualify a contract.
- Checked salesperson's tasks and calls if they did them correctly and accurately.
- Sent feedback emails to clients, check 5-star rates and complaints then report to management.

**Company:** VXi Global Holdings B.V. – Waltermart Munoz Site

**Account:** Online Money Transfer Company in United States

**Position:** Account Associate II

**Duration:** October 18, 2013 to April 1, 2018

**Account Reconciliation Representative (Collections) (Aug 7, 2016 to April 1, 2018)**

- Contacted customer to inform them about unpaid transactions and how much they owe (soft collections)
- Provided payment options, instructions and how to pay
- Collected the payment through payment portal and provide receipt through email
- Reconciled and activated customer's account once full payment is received

**Customer Service Representative (Oct 18, 2013 to Aug 6, 2016)**

- Answered customer queries through phone.
- Provided resolution to customer's concerns.
- Guided customers on how to use the app/site.
- Provided simple technical service when there is an error in the app/site
- Maintained accurate records and documentation of all activities.

**EDUCATIONAL BACKGROUND:**

**Tertiary:** Philippine Christian University – BS Office Administration (Graduated 2022)

**Secondary:** Balungao National High School Class of 2006 (With Honors)

**CAREER SERVICE ELIGIBILITY:**

Civil Service Professional Exam Passer – 1<sup>st</sup> take (Aug. 4, 2019)

**PERSONAL DATA:**

Age:	35
Gender:	Female
Civil Status:	Single
Birthdate:	September 6, 1989
Birthplace:	Balungao, Pangasinan
Religion:	Roman Catholic