

JUN MARK B. VERTUDAZO

PROCESS MANAGER – CUSTOMER SERVICE &
RETENTION SPECIALIST –
EDUCATOR/FACILITATOR

PROFILE

Highly motivated, tech-savvy professional with experience in customer service and retention, project coordination and development in a fast-paced management environment. Extensive experience supporting senior management and operations in delicate and time bounded tasks. Exceptional analytical ability and talent for managing information and maintaining client relations, process management, improvement, and design/redesign. Environmental advocate and a passionate freediver.

EDUCATION

Bachelor of Secondary Education major in
English & Literature Studies

Capitol University, Cagayan de Oro | 2010

KEY SKILLS

Leadership
Client management
Project and strategic planning
Communication
Analytical and adaptable
Able to operate under pressure
Detail-oriented
Teamwork and collaborative
Proficient at client retention

CONTACT

+63 966 388 1198

junmarkvertudazo@outlook.com

#58 9th St. San Antonio Village, Apas Cebu City

EXPERIENCE

CLIENT SERVICE OFFICER

ViziBill - TELCO MANAGEMENT, Cebu City Philippines | February 26, 2019 – Present

- Has the responsibility of supporting our Australian clients, which includes logging and updating email requests in our Service Request system to provide clients with a great customer experience. Following up on these requests and querying our systems to obtain necessary data. Monitor request queues, log clients' request, update client requests, obtain information to support client requests, partake in meetings, and take full ownership to resolve customer queries and deliver what the customer requires. Furthermore, search, process and track requests in remote systems, follow procedures accordingly. Finally, notify manager of incomplete, inaccurate, missing procedures and recommend or suggest pertinent steps that makes work efficient.

PRINT QUALITY & BOOK ORDER SPECIALIST / MAILBOX MANAGER

Post Publication

Author Solutions, Inc. Philippines (formerly Xlibris) | October 19, 2015 to January 29, 2019

- Create an accurate, efficient and submit reports in a timely manner necessary for the operation of the department. Distributes and assigns daily print and quality cases and make follow up/through of all these assigned cases to ensure that a resolution and authors' satisfactions are met. Maintains optimal assistance to operations and the management. Process book order, performs cost analysis and establishes and maintains production and dispatch schedules; performs related duties as assigned. Track orders and ensure timely delivery; review print and quality issues of the book; design and establish standard print and quality assessment guide. Establish evaluation and guide on all print and quality cases.

COMCAST CUSTOMER SERVICE REPRESENTATIVE

Convergys Cebu City Philippines | April 7, 2014 – October 2015

- Responsible for providing customer support and service to small and medium business customers by answering a full range of customer requests, inquiries, and complaints relating to their billing statements, and resolving general billing questions statements and general inquiries, as well as for the resolution of payment concerns and technicalities or troubles of their services. Acting as product consultant to business by articulating product features and benefits and making recommendations for new line of business, upgrades or other services based on customer needs/interests. Support growth of Comcast Business by introducing customer to new products, higher tiers of service.

ARTEFACTS CONSERVATOR & RESTORATION SPECIALIST

Museum of Three Cultures, Cagayan de Oro City | June 2012 – December 2013

- Involves in the care, maintenance and conservation of historical and cultural artefacts owned by, and displayed in, museums and galleries. Also, focuses on preserving and restoring a broad range of artefacts using knowledge in Anthropology and History, experience of handling different types of collections. Handles artefacts such as archaeological findings, paintings, sculptures, weapons, books, photographs, tapestries and ceramics and many others. Liaising with other expert conservators and planning restoration activities. Conducts research-based activities and provide information about museum collections to the public through guided tours, workshops and other events.

STUDENT FACILITATOR

Job Enabling English Proficiency (JEEP-United States Agency for International Development)

Capitol University, Cagayan de Oro City Philippines | June 2011 – June 2012

- Remediate English Language Learning students to achieve language proficiency that will prepare them for academic and on the job business success. Assist with instructions of EL students in a variety of settings. Works directly under the EL teacher and program director. Communicates on a regular basis with EL teachers, program director, and school administrators.

AFFILIATION

Rotary in Action (ROTARACT-CDO) Rotary International, District 3870, Philippines

- Director for International Service (2016-Present)
- Vice President (2013-2014)

CERTIFICATE AND TRAINING

OPERATIONAL EXCELLENCE – Improve Operational Efficiency
August 17, 2019 | Opus Global Solutions Office
9th F MSY Tower, Cebu Business Park, Cebu City
Philippines

LEAN SIX SIGMA – Yellow Belt Training – 6.0
Ongoing Webinar | Go Lean Six Sigma

CHARACTER REFERENCE

Gary Hinds
President
ViziBill Philippines

ghinds@vizibill.com.au

Junard Lacierda
Supervisor
Post Publication Department, Author Solution, Inc., Philippines

Junard.Lacierda@authorsolutions.com
(0947) 466-9226

I hereby declare the information given above is true and correct to the best of my knowledge.

Jun Mark B. Vertudazo