

Resume of

John Villanueva Laban
09495030227 / 09663317832

John.laban3000@gmail.com
Dreyfus Street, Brgy. Poblacion
Bago City, Negros Occidental



Education

Cebu Normal University
2018 - 2019 | Diploma in Professional Education

- LPT

AMA Computer Learning Center
2001 - 2003 | Computer System Design Programming

Bago City College
1997 - 2000 | Bachelor of Arts in English

Work Experiences

Jollibee Express Delivery Service **20th of April 2005 – 20th of September 2005**
Jollibee - Bacolod | Bacolod City

- Ensuring satisfaction guarantee to customer’s experience thru food and beverages delivery within the city of Bacolod

Office Staff **22nd of September 2006 – 31st of May 2007**
Bago City College – Administrative Section | Bago City

- Assist admin staff to ensure smooth flow of work

Branch Encoder/Support **23rd of June 2007 – 17th of October 2007**
Negros Women for Tomorrow’s Foundation – IT Department | Bacolod City

- Teaching new encoders duties and responsibilities

Customer Service Representative **11th of February 2008 – 19th of April 2009**
Teleperformance Bacolod – Travel Account | Bacolod City

- Provides world class customer service in assisting customer to their travel plan either new or needs to be amended itinerary

Supervisor / Team Leader **17th of August, 2009 – 28th of September 2015**
Transcom Bacolod – COMCAST | Bacolod City

- Creates work plan to ensure numbers meet with client’s expectations
- Conduct coaching one on one agent per week to health check performance
- Conduct team meeting once a week for the team to gauge team performance and revisit duties and responsibilities and also discuss updates with the process
- Ensure compensation and benefits are complete and accurate for each member of the team
- Assist other team leaders and agents on work field
- Attend weekly collaboration with quality assurance team, training team and clients to ensure alignment on work specifics

Customer Service Representative and Quality Assurance Specialist **27th of June 2016 – 19th of March 2019**
Telstra Powered by Teletech | Cebu City

- Providing world class customer service by helping customers in billing concerns and other work-related concerns with their internet, phone and mobile phones
- Provides feedback to operation for successes and opportunities observed from conversation between consultants and customers

- Attend collaboration with operations and clients for alignment of framework of work. Example of which are listening to live calls and recorded calls and discussed successes and opportunities observed
- Provides weekly and monthly report to operations and clients on quality call progress

Claims Officer- Motor Vehicle Insurance **27th of March 2019 – 31st of March 2021**
QBE – Australian Claims | Cebu City

- Ensure insured’s concern is being taken care of by making sure that their vehicle is being repaired
- Once repair to insured’s vehicle is done, insured will be contacted if satisfied with the repair Motor and process payment to repairer

References

Ninia Corelle Bacay
Customer Insight Lead / Quality and Customer Experience | 09151032229
Telstra Powered by Teletech | Pasay City

Van Kevin Ragay
Operation Supervisor, Service Delivery | 0999990113
Telstra Powered by Teletech | Cebu City

Kristel Mae Daan
Community Health Nurse | 09263029318
Department of Health | Isabel, Leyte