

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 | Certificate 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

Technical Support Representative **17th of August 2009 – February 2011**
Transcom Bacolod – COMCAST | Bacolod City

- Providing world class customer service by helping customers in technical matter with their internet, phone and cable service

Quality Assurance Specialist **February 2011 – July 2011**
Transcom Bacolod – COMCAST | Bacolod City

- 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

Supervisor **July 2011 – 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 **27th of June 2016 – 3rd of May 2017**

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

Quality Assurance Specialist **4th of May 2016 – March 2019**

Telstra Powered by Teletech | Cebu City

- 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 **March 2019 - 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

Supervisor **July 2021– January 2022**

Wipro Cebu – Best Buy | Cebu City

- Creates work plan to ensure numbers meet with client’s expectations
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