

ED ERIC I V. CEPE



CONTACT ME

+639497524718

edericivilladares@gmail.com

Camarines Sur, 4433, Philippines

LANGUAGE

English

Tagalog

EDUCATION

TERTIARY

Associate's Degree: Information Technology
Global Site for I.T Studies
2012-2014

SECONDARY

Rinconada National Technical Vocational School
Information Technology
2006-2011

SHORT COURSE & TRAININGS

Fil-Canadian Training & Dev't Center for Caregivers
August 19, 2019- February 19, 2019
NCII Certified

Skills

Communication
Negotiation
Video Editing
Graphic Design
MS Office
Gsuite

ABOUT ME

I am a hardworking individual with integrity, fast learner, always willing to learn new skills. I can work independently in a fast-paced environments and a team player.

WORK EXPERIENCE

November 2022 – October 2023

Company Name: CCM Finance LLC | Richarson Texas, USA
Position Applied: Sr. Collection Account Manager

Job Description:

- Collect payments from customers that are running behind with their payments.
- Educating customers about the benefits of making their payments on time.
- Offers hardship assistance to eligible and qualified customer and ensuring them that payment will be on time from then on.

December 2021 – December 2022

Company Name: WNS Philippines | Bridgetowne, Quezon City, Philippines
Account Name: Flight Centre Travel Group
Position Applied: Sr. Travel Agent/ Customer Service Rep.

Job Description:

- Assists customers with regards to their bookings or itineraries such as; rebooking of flight, cancellation of flights, name correction, name change, hotel reservation, process refund.

May 18, 2015 – May 10, 2019

Company Name: Genpact Services LLC Alabang, Philippines
Account Name: Ally Financial
Position Applied: Debt Collector/ Account Manager

Job Description:

- Answer inbound calls and generated outbound calls immediately.
- Proper negotiation for one month and three months past due account to avoid rolling over.
- Collect payments in accordance to the company and state rules.
- Observe proper calling hours and leaving voice mails in accordance to the state rules.
- Compliant on calling rules for Eastern, Central and Pacific time zone to avoid lawsuit.