

Cende Ceniza

General VA

EXPERIENCE



JP Morgan Chase - Fraud Specialist

Dec 2022 - Present

- Assist clients regarding their fraud claim.
- Process credit and debit adjustments.

EXL Service - Customer Service Associate

Feb 2022 to Nov 2022

- Handling concerns for Life Insurance like billing and filing claims.
- Outbound cold calling as Sales Representative

Accenture - Customer Service Representative

July 2020 - Feb 2022

- Assist customers about the products and services.
- Gives information about their accounts.

Tambuli Seaside Resorts and Spa - Cashier

Aug 2019 - Mar 2020

- Collects all cash sales from Front Office and outlet restaurants.
- Prepares daily and monthly cash sales report.
- Does banking like check encashment and cash deposit.

Kyoei Shokai Co. Ltd. Japan - Laundry Attendant

Feb 2022 to present

- Press customer's garments like pants, polo shirts and Japanese Yukata.
- Ensures the cleanliness and properly fold each item before packing

TeleTech Holdings Inc. - Technical Support Representative

Oct 2015 - Aug 2017

- Helps customer by troubleshooting and provide best resolution about their concerns via phone.
- Dispatch field technician if trouble can't be fix after all troubleshooting steps.
- Upselling new devices and services.

Tavolata Inc. (The Abaca Group) - Service Associate/ Cashier

May 2013 - September 2015

- Take orders and observe fine dining service.
- POS cashiering and prepares daily sales report.



MY PROFILE



My name is Helene Paquet, I am a fashion designer. At a relatively young age, I worked with several well-known fashion brands. Several famous artists have used my work.

SKILL



- Basic Photo and Video Editing
- Excellent communication skills.
- Detail oriented and multitasking.

EDUCATION



2013 | University of Cebu - Banilad

BS Information Technology - College Level

2009 | Pusok National High School

CONTACT



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