



IRISH BUNDALO

PROFILE

Experienced and committed professional with a track record of over eight years specializing in Business Process Outsourcing. Well-versed in Customer Service, Technical Support, Auto Loans, and Insurance Claim Handling, acknowledged as a Subject Matter Expert. Actively pursuing new career opportunities to contribute to and enhance business processes, showcasing adaptability, and a robust work ethic.

CONTACT ME



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Lorega San Miguel,
Cebu City, Cebu,
6000

➤ WORK EXPERIENCE

EXECUTIVE ASSOCIATE

EXL SERVICE, MARCH 2023 - PRESENT

- Skillfully assists callers in navigating the claims filing procedure and effectively communicates comprehensive coverage details for both auto and property insurance policies.
- Swiftly exhibited expertise in auto and property insurance policies, resulting in a merited promotion to Subject Matter Expert within a concise 5-month period. This achievement underscores exceptional dedication and proficiency in the field.

CUSTOMER SERVICE REPRESENTATIVE

SYKES ASIA, NOVEMBER 2018 - APRIL 2023

- Committed to delivering outstanding customer service, I assist clients with inquiries related to auto loans, skillfully providing customized payment arrangements to meet their specific needs. Proficient in handling both auto loan and lease inquiries, I have further honed my expertise in chat support. Acknowledged as the class valedictorian for outstanding performance in upskill training, this recognition underscores my commitment to continuous improvement and excellence in service delivery.

CUSTOMER SERVICE REPRESENTATIVE

SYKES ASIA, APRIL 2015 - APRIL 2018

- Skilled in diagnosing a range of issues impacting both outgoing and incoming services on mobile phones, I leverage my extensive knowledge to promptly address and resolve technical challenges
- Showcased proficiency in the efficient processing of payments for mobile prepaid customers, guaranteeing smooth transactions and high levels of customer satisfaction.
- Successfully mediated and resolved recharge or top-up disputes among customers, utilizing robust communication and problem-solving skills to achieve mutually beneficial outcomes. This process was instrumental in preserving customer loyalty and trust.

➤ EDUCATION

UNIVERSITY OF CEBU

Bachelor of Science in Secondary Education
NOVEMBER 2011 - MARCH 2012

