



Jo Rizzi Reyes Peralta

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KEY SKILLS

Travel & Hotel Bookings
Team Player

Customer Service Support
Flexibility on work area

Credit and Collection Specialist
Proactive & Team Player

EDUCATIONAL BACKGROUND

Bachelor of Science in Tourism Management- Undergrad
Major in Hotel and Restaurant Management- Associate Degree Graduate
University Of Makati, Makati City, Philippines
2006-2010

PROFESSIONAL EXPERIENCE

Talent Director

April 2023- June 2023

Direct Client NYC -Time Square NYC Agency/School

- ♣ Initiate new calls to generate interest and secure appointments with prospective customers.
- ♣ Making outbound calls to existing and new talent offering try outs and interview with talent directors.
- ♣ Identify, if talent has a potential in modeling, acting, singing and dancing traits.
- ♣ providing outcome of the try outs if they are agency ready or needs to undergo intensive 6 months training program.
- ♣ offering course to improve their self-development traits and other talents for them to be agency ready.

NON- Clinical Health Operation Agent US insurance (BlueCross, BlueShield)

Accenture Inc, Philippines BPO/IT Company

November 2022- JUNE 2023

- ♣ Processing Commercial Enrollment for Insurance in AZ
- ♣ Processing Add member dependent below 26 y/o, life partner, Domestic partner and Spouse under employment medical and dental coverage.
- ♣ Processing termination for unemployment reason or due to Medicaid.
- ♣ Processing reinstates of medical and dental for Cobra or unemployment but still want to continue with the medical and dental coverage with us.
- ♣ checking status and making sure that the details of the member are all- accurate.
- ♣ Making sure that the standard process for every coverage has been preformed and no incorrect details has been entered to the system

- ♣ Ensure any correction will be escalated to team leader for immediate action since dental and medical coverage is very crucial process in AZ.

Credit & Collection Specialist Australian Utility (Alinta Energy)

Accenture Inc, Philippines BPO/IT Company

May 2018 - November 2022

- ♣ Receiving inbound calls for electricity and gas payment, prices enquiry, utility package offered, and safety guidelines for AU client.
- ♣ Assisting customer about tailored assistant program provided by the community financial counselor in their area base on their financial situation.
- ♣ Providing financial advised and option for government grants offer in Australia.
- ♣ initiating Outbound calls for 90days past due amount for Residential and Business accounts.
- ♣ initiating calls for DNP (Disconnection for Non-Payment) accounts that past the 32 checklists.
- ♣ Attend training to learn how to answer customer queries about electricity and gas enquiry, and how to advised them to perform the safety checklist.

Mortgage Loan Specialist US Bank (HSBC and PHH Mortgage)

Accenture Inc, Philippines BPO/IT Company

April 2011-May 2018

- ♣ Receiving inbound calls for new mortgage loans application, payments for existing mortgage loans and other inquiry such as refinancing, liquidation, bankruptcy case, reconveyance and mitigation.
- ♣ Log calls and update database accurately with prospect's information
- ♣ Making outbound calls to existing and new customers to introduce them to new properties and services offered by the company.
- ♣ Provide support on a wide variety of requests via phone, email and slack.
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- ♣ Providing tax and insurance advised for new loans and existing once for the client to get a better deal base on the location and the needs of the property.
- ♣ Providing payment assistance for overdue mortgage amount and giving tailored assistant.

Subject Matter Expert (SME)

ContactCenter.Com | Merchants Bank (BPO Call Center)

January 29, 2009 - February 1,2011

- ♣ Receiving Inbound calls for HealthCare products Orders, Refund, Payments and any enquiry about shipping If needed since headcounts of agent are not enough.
- ♣ Ensure all products are in good condition by calling the store and making sure that the products has been fully ship out on the said date of shipment stated on the receipt.
- ♣ Ensure that all returns have been noted in the system and all refunds has been process on time as promise to the client.
- ♣ Doing outbound calls for loss shipment and for the client to be inform on where the product is.
- ♣ Assisted agents with questions, clarifications
- ♣ Handled supervisory calls and administrative tasks as assigned by the operations
- ♣ Managed the production floor in the absence of any operations supervisors

Guest Service Executive

Harvest Hotel Cabanatuan city, Philippines 1200

January 2008- August 2008

- ♣ Management of the front desk and in charge of the front office operations.

- ♣ Responsible for booking of services for the tenants.
- ♣ To carry out the day-to-day administration of the front office.
- ♣ In charge of routing memos and other documents to various locations on a timely manner.
- ♣ Answer queries from visitors, residents, prospective residents, and referring them to contact points at which they can obtain further information.
- ♣ Handle VIP Guests' check-in/out, etc. and ensure that the all the guests are accommodated well.
- ♣ Ensure that high standards are delivered to the tenants and guests.
- ♣ Make sure that there is a speedy resolution to any problem that may arise.
- ♣ In charged for the Night Audit Report.

Receptionist

Amax Inn Makati. Makati City Philippines 1200

August 2007-December 2007

- ♣ Attend to Hotel guest needs and requests.
- ♣ Assist walk- in customer's inquiries and perform data entry for their request.
- ♣ Assists in office administration and secretarial work including filling, typing correspondences and faxes.
- ♣ Deliver an excellent customer service Hotel Guest.
- ♣ Ensure that customers are satisfied with the service provided and avoids complaints.

Cashier promoted Crew trainer

McDonald's PHIL I 32nd St. Fort Bonifacio City Taguig PHIL

April 2006 - August 2006

- ♣Responsible in Registering customers' orders in the POS system,
- ♣Ensure to give the correct change and adhering to the policy of the store regarding gift cards and coupons.
- training new crew member how to handle cashier responsibility, sharing best practices as well as maintaining their good performance feedback from there co-crew member and other upper management such as the managers.
- ♣Responsible in knowledge of every crew's update needed inside and outside the cashier to be able for them to perform the said station responsibilities base on the merchant's guidelines when it comes to food chains policy.

PERSONAL DETAILS

Marital Status: Single

Date of Birth: January 16,1989

Nationality: Filipino