

JOHNREY DAVE J. PUCONG

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SKILLS

PROFESSIONAL SKILLS

Data Visualization | Communication Skills | Time Management | Adaptability | Critical Thinking | Decision Making | Computer Literate | Attention to Detail | Process Improvement

TECHNICAL SKILLS

CRM Software | Ticketing Systems | Live Chat Software | Telephone Systems | Email Management | Data Entry and Documentation | Knowledge Base Tools

WORK EXPERIENCE

GENERAL VIRTUAL ASSISTANT

December 2024 – April 2025

Remote Setting

- *Worked in an auto/home insurance company.*
- Data entry, quoting, and building forms.
- Create zap and workflows.
- Tools used: Agency Zoom, EZLynz, AMS 360, Cognito Forms, and Zapier.

CUSTOMER SERVICE REPRESENTATIVE

July 2024 – November 2024

Teleperformance, Davao City

- *Worked in a healthcare insurance:*
- HIPAA compliance - ensuring confidentiality and privacy.
- Provide accurate and up-to-date information regarding services, benefits, claims, and policies.
- Billing and insurance verification.
- Scheduling appointments with providers.
- Documenting interactions with patients/clients in the system for future reference.

CUSTOMER SERVICE REPRESENTATIVE II

August 2022 – June 2024

Awesome CX, Davao City

- *Worked in a clothing company:*
- Act as a point of contact for team members and assist with training and mentoring new hires.
- Uphold company values and policies while delivering exceptional customer service experience.
- Answer customer inquiries through chat, SMS, and email.
- Assist customers in tracking their order, return, and refund status.
- Handle Membership retention.

CUSTOMER SERVICE REPRESENTATIVE
VXI, Davao City

February 2022 – July 2022

- *Worked in a telecommunication company:*
- Address inquiries regarding product information, account issues, billing, and general support.
- Provide prompt and courteous assistance to customers via email and phone.
- Answer inbound calls and do outbound calls.
- Retain customers from canceling their plans and offer great service.
- Respond to customer complaints and account issues.

EDUCATION

University of Southeastern Philippines (2020-2023)

Bachelor of Arts in English Language Major in Applied Linguistics (undergraduate)