



RP JOHN

 [VIDEO INTERVIEW](#)

WORK EXPERIENCE

CROSS-SKILL SPECIALIST I (RETAIL BANKING – CARDS & CCB)

JP Morgan Chase | 2024 – 2025 (1 Year)

- Handles customer financial transactions including check encashment, money transfers, and account servicing while managing client accounts, processing billing and payments, reviewing account changes, and ensuring smooth day-to-day operations for retail banking and card products.

FINANCIAL ASSOCIATE (RETAIL BANKING)

Concentrix | Citibank Account | 2022 – 2023 (1 Year)

- Ensured compliance with financial regulations by assisting customers with banking inquiries, preparing and analyzing financial statements, processing transactions accurately, and utilizing financial tools to streamline reporting and service efficiency.

TRAINING ASSISTANT/ENGAGEMENT MANAGER

Concentrix | T-Mobile Postpaid | 2023 – 2024 (1 Year)

- Supported training and engagement initiatives by cultivating client relationships, assisting in training needs analysis, developing and distributing evaluation surveys, and organizing training materials to improve clarity, effectiveness, and learner engagement.

CUSTOMER SERVICE REPRESENTATIVE/TECHNICAL SUPPORT

Qualfon Philippines Inc. | Verizon Prepaid (Tracfone, Safelink, Net10) | 2021 – 2022 (1 Year)

- Provided technical and customer support by resolving service issues, addressing inquiries, maintaining product and system knowledge, and ensuring a positive customer experience across prepaid telecom accounts.

SKILLS/AREAS OF EXPERTISE

- Customer Service
- Technical Support
- Financial Customer Support
- Billing & Payment Processing
- Sales Support
- Customer Retention
- Account Management
- Inbound & Outbound Communication
- Appointment Setting
- Training Assistance
- Engagement Management
- Compliance & Regulatory Adherence
- Financial Transaction Handling
- Team Collaboration
- Communication Skills
- Critical Thinking

TECHNOLOGY

- Salesforce
- CRM Systems
- Microsoft Office 365
- Google Workspace

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