



JOEMAR

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WORK EXPERIENCE

SERVICE TEAM LEAD (B2B CUSTOMER SUPPORT & TECHNICAL SUPPORT)

Uber LCC PH | September 2021 – July 2025 (3 Years, 11 Months)

- Led and managed a B2B customer and technical support team by improving service quality, streamlining processes, utilizing Workday, Verint, and Purecloud tools, and driving stakeholder engagement, performance management, and problem resolution.

SENIOR QUALITY ANALYST (BANKING – FRAUD, DISPUTE, PAYMENT & COLLECTIONS)

Sykes Asia | May 2020 – September 2021 (1 Year, 5 Months)

- Conducted quality evaluations through call listening and agent mentoring, implemented service improvement strategies, and collaborated cross-functionally using Oracle and Citrix to enhance financial account support performance.

QUALITY PROCESSING SPECIALIST (POGO-DISPUTE, COLLECTION & PAYMENT)

Bayview Technologies Inc. | January 2020 – April 2020 (4 Months)

- Ensured compliance with quality standards by reviewing dispute and payment processes, identifying gaps, and improving processing efficiency.

TECHNICAL/CUSTOMER SUPPORT (SPECTRUM & TIMEWARNER CABLE)

24/7.ai | December 2017 – December 2019 (2 Years, 1 Month)

- Delivered technical and customer service support, served as Subject Matter Expert (SME), trained new hires, and earned recognition as a Quality Management Group Apprentice.

MEDICAL BILLER CSR (HEALTHCARE & TELCO AT&T)

Alorica | June 2016 – January 2017 (8 Months)

- Managed technical and billing inquiries for healthcare and telecom accounts while ensuring accurate claim and payment processing.

CUSTOMER SERVICE REPRESENTATIVE (COLLECTIONS & BILLING)

SALMAT & Services | August 2015 – March 2016 (8 Months)

- Handled billing and collections inquiries while maintaining service quality and accurate documentation.

TECHNICAL/CUSTOMER SUPPORT REPRESENTATIVE

SPI Global | January 2014 – January 2015 (1 Year)

- Provided customer and technical support across service accounts while maintaining performance standards.

SERVICE CREW

Golden Arch Inc. – McDonald's | 2012 – 2013 (1 Year)

- Delivered frontline customer service and supported daily store operations in a fast-paced environment.

SKILLS/AREAS OF EXPERTISE

- Technical Support
- Customer Service (B2B & Voice Support)
- Quality Assurance & Call Evaluation
- Fraud, Dispute & Payment Processing
- Collections Support
- Billing Support
- Team Leadership & People Management
- Coaching & Performance Management
- Stakeholder Management
- Data Analysis & Reporting
- Process Improvement
- Training & Mentoring
- Escalation Handling
- Compliance Monitoring

TECHNOLOGY

- Salesforce
- Zendesk
- Workday
- Oracle
- Citrix
- Avaya
- Verint
- PureCloud
- Slack
- Zoom
- Microsoft Teams
- Microsoft Office
- Google Workspace

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