



# ELAINE JENNA TONIDO

## Contact

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## About Me

Dedicated BPO professional with over a year of experience across diverse accounts, including collections, financial services, car insurance, and telecommunication sales. Proven ability to adapt to various roles, having gained valuable skills in customer engagement and upselling. Also experienced in a work-from-home sales role, which further developed adaptability and resilience in remote setting. Committed to continuous learning and professional growth to excel in customer service and sales environments.

## Skills

- Written and Verbal Communication skills
- Attentive Listener
- Excellent Problem Solver
- Ability to work independently and as part of a team
- Basic computer with the working knowledge of the internet
- Fast-learner and hardworking

## Education

- **Elementary - Dau Elementary School**  
2009-2015
- **Junior High School - Jocson College**  
2015-2018
- **Junior High School - Pampanga High School**  
2019-2020
- **Senior High School - Pampanga High School**  
2020-2022

## Work Experience

- **Collection Specialist** Aug 2022 - Dec 2022
- **Insurance Customer Service Representative** Jan 2023 - Sept 2023

For the first few months, I worked in a collections/financial account, and then in the same company I was re-assigned to a car insurance account for the remaining months. Overall, I have a total of 1 year and 1 month of experience with this company.

- **Billing and Sales Representative** Nov 2023 - Apr 2024

I was assigned to the sales/billing department, specifically handling AT&T account. It was my first experience in handling sales account. Though it wasn't for a long period, and only a total of 10 months, I still gained a lot of knowledge that helped me become more knowledgeable in sales and handling sales account.

- **Sales Representative** Oct 2024 - Jan 2025

In my previous work-from-home role, I gained valuable sales experience by persuading patients to secure insurance with us, effectively combining expertise in insurance, healthcare, and sales to meet their needs and ensure comprehensive coverage.