



Raymond P. Dollete

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📍 Al-Khalid Building, Karama, Dubai, UAE

PROFESSIONAL SUMMARY

Motivated person who is highly energetic, outgoing and detail-oriented. Handles multiple responsibilities simultaneously while providing exceptional customer service. Quickly learns and master's new concepts and skills. Able to cope with both external and internal pressures to meet the reporting requirements of top management for decision making process. Passionate about ensuring customers leave with a positive experience.

QUALIFICATIONS

- Proven data entry work experience, as a Data Entry Operator or Office Clerk
- Experience with MS Office and data programs
- Familiarity with administrative duties
- Experience using office equipment, like fax machine and scanner
- Typing speed and accuracy
- Adherence to laws and best practices in regards to dealing with customers and data
- Comfortable dealing with numbers and the processing of financial information
- Excellent knowledge of MS Office (particularly Excel)
- Proficiency in English
- Direct customer contact requiring strong communication (oral and written) and negotiation skills.

WORK EXPERIENCE

Agusan del Sur Electric Cooperative, Inc.
July 2022 – March 2023

Customer Service Representative

- Credit negotiations (payment extensions, arrangements, turn-ons and turn-offs).
- Respond to billing inquiries and handle customers' high bill complaints.
- Provide information about company programs, products and services.
- Report electric emergencies and outages.
- Provide data to customers requesting new services and/or construction.
- Seek resolution of customer complaints
- Open and close accounts at request of customer.
- Refer customers to network of agencies able to provide financial assistance.
- Respond to utility commission and agency inquiries.

Billing Staff

- Receiving and sorting incoming payments with attention to credibility
- Managing the status of accounts and balances and identifying inconsistencies
- Issuing bills, receipts and invoices
- Assume the responsibility of receiving and sorting incoming payments with attention to credibility
- Manage the status of accounts and balances and identify inconsistencies
- Issue and post bills, receipts and invoices
- Check the validity of debit accounts
- Update accounts receivable database with new accounts or missed payments
- Ensure all clients remain informed on their

- outstanding debts and deadlines
- Provide solutions to any relative problems of clients
- Write thorough reports on billing activity with clear and reliable data

Data Entry Operator

- Insert customer and account data by inputting text based and numerical information from source documents within time limits
- Compile, verify accuracy and sort information according to priorities to prepare source data for computer entry
- Research and obtain further information for incomplete documents
- Review data for deficiencies or errors, correct any incompatibilities if possible and check output
- Scan documents and print files, when needed
- Respond to queries for information and access relevant files
- Ensure proper use of office equipment and address any malfunction

EDUCATION

Bachelor of Science in Business Administration Major in Operations Management

Southway College of Technology 2018-2022
Graduated

Senior High Level

Agusan del Sur National High School 2016-2018
Graduated

Secondary Level

Agusan del Sur National High School 2012-2016
Graduated

LANGUAGES

English and Filipino

REFERENCES

Jaymar F. Monares

Division Chief Manager at Agusan del Sur Electric
Cooperative
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