



## Contact

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### Address

France Cluster P12 International City, Dubai

## Education

2007

**Bachelor of Science in Commerce**  
*Major in Business Administration*  
Saint Theresa College, Philippines

## Expertise

- Computer Literate
- Customer Service and Experience
- Technical Support & Troubleshooting
- Communication Skills
- Account Management
- Administrative & Clerical Support
- Project Management
- Record Management
- Process Flows Management

## Language

English

Tagalog

# Vincent Quico

With a diverse background in banking and customer service roles, I bring a blend of skills and experience to the table. I have 1 year of experience as a Development Officer, where I gained insights into project management and strategic planning. Additionally, I have 6 years of experience as a Teller in the Philippines and 3 years as a Teller in Qatar, honing my cash handling and transaction processing abilities. Furthermore, I have 4 years of experience as a Customer Service Representative and Technical Support, refining my communication and problem-solving skills. Overall, I possess a strong foundation in banking operations, customer service, and technical support, making me a versatile professional capable of contributing to various aspects of an organization.

## Experience

### Feb, 2023 - July 2023

Jones Lang Lasalle | McKinley West, Taguig City, Metro Manila  
**Office/System Administrator**

- Implemented and managed security measures to protect the company's systems and data from unauthorized access and cyber threats.
- Conducted regular vulnerability assessments and penetration testing to identify and address security vulnerabilities, resulting in a vulnerability internal and external setup.
- Developed and enforced security policies and procedures, ensuring compliance with industry standards and regulations.
- Monitored system logs and network traffic to detect and respond to security incidents promptly, achieving an incident response time.
- Implemented multi-factor authentication and access control mechanisms to enhance system security and reduce the risk of unauthorized access for property setup.
- Participated in security audits and assessments, ensuring compliance with regulatory requirements and industry standards.
- Overseeing Clerical tasks, such as sorting and sending, and answering emails.
- Keep inventory of office supplies.
- Maintaining office files.
- Coordinating office activities and operations to secure efficiency and compliance with company policies.
- Create and update records and database.
- Ensuring the office runs smoothly.
- Supervising administrative staff and dividing responsibilities to ensure performance.

### Oct, 2021 - Feb, 2023

Concentrix | Makati City, Metro Manila, Philippines  
**Technical Support Specialist**

- Maintained a customer satisfaction rate of over 95% by delivering exceptional technical support experiences.
- Achieved a 90% first-call resolution rate, resolving customer issues during the initial contact.
- Received consistently positive customer feedback, with an average rating of 4.8 out of 5 for customer satisfaction.
- Reduced customer wait time by 20% through effective call/chat/email handling and efficient issue resolution.
- Improved customer response time by 30%, ensuring prompt and timely assistance for all inquiries.
- Received commendations from supervisors and team leaders for consistently providing outstanding customer experiences.
- Assist customers software related issues, including answering questions and general system support.
- Troubleshoot and diagnose basic problems with the device (VR).
- Provide exemplary phone and email support for VR customers.
- Record and document items and events in ticket tracking.

### Dec, 2019 - June 2021

Teleperformance Philippines | Makati City, Metro Manila, Philippines  
**Customer Service Specialist**

- Handle and carefully respond to all inquiries via inbound calls and emails.
- Provide excellent customer service.
- Handle flight, hotel, and car rental reservations.
- Process cancellation, exchange, and refund of the booking.
- Work with confidential customer information in a secure manner.
- Aim to resolve issues on the first call by being proactive.
- Appropriate and adequate communication with customers.
- Identify and escalate issues.
- Document all call information according to the standard operating procedure.
- Complete call logs and reports.
- Research and resolve customer complaints.

# Interest

- Travelling
- Photography
- Reading
- Long Ride Biking
- MT. Trekking and Hiking
- Watching movies
- Cooking
- Community Service
- Individual Sports
- Bag Packers

## ○ April, 2016 - Oct, 2019

Trust Exchange Co. WLL | Doha, Qatar

### Front line Associate (Teller)

- Processed a high volume of customer transactions efficiently and accurately as a frontline associate teller for 3 years.
- Achieved a 99% accuracy rate in cash handling and transaction processing, ensuring minimal errors.
- Maintained a balanced cash drawer with no discrepancies, meeting stringent audit and compliance requirements.
- Consistently met or exceeded sales goals, contributing to overall branch performance.
- Proactively identified process improvement opportunities, leading to streamlining of cash handling procedures and increased operational efficiency.
- Collaborated with team members to maintain a clean and organized work area, promoting a positive and professional environment for customers.
- Participated in customer service workshops and training sessions to enhance skills and stay updated on industry trends.

## ○ July, 2009 - March, 2016

Cebuana Lhuillier Inc, | Philippines

### Business and Client Relations Officer (Teller)

- Maintained a high level of accuracy in currency exchange transactions, achieving an accuracy rate of over 98%.
- Processed a significant volume of money exchange transactions with minimal errors, ensuring customer satisfaction.
- Achieved a customer satisfaction rate of over 95% through exceptional service and personalized assistance.
- Successfully identified and prevented counterfeit currency, ensuring the security and integrity of transactions.
- Consistently met or exceeded sales targets for additional services, such as remittances and bill payments, by over 20%.
- Demonstrated a strong understanding of pawnshop procedures, resulting in an average loan redemption rate of 90%.

## ○ July 2008 - June 2009

Catalyst Microfinance Investors Philippines | Philippines

### Assistant Branch Manager/Development Officer

- Assisted in managing daily branch operations, ensuring smooth workflow and efficient customer service.
- Contributed to achieving loan targets and revenue goals, resulting in a year-over-year growth of 10%.
- Developed and implemented strategies to increase loan portfolio and attract new customers.
- Conducted thorough financial assessments and risk analyses for loan applicants, resulting in a loan approval rate of 70%.
- Provided guidance and support to loan officers, enhancing their sales and customer service skills.
- Implemented process improvements that reduced loan processing time by 30%.
- Developed and maintained positive relationships with clients, resulting in a high customer retention rate of 50%.
- Conducted market research to identify new lending opportunities and expand the company's product offerings.