MARK FRANCIS ALGODON

Davao City, Philippines
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PROFESSIONAL SUMMARY

Detail-oriented professional with over 3 years of combined experience in Chat Support and Data Verification. Experienced in customer service, data entry, document verification, problem resolution, CRM systems, and administrative support. Handled 40–60 chats daily and up to 4 conversations simultaneously while maintaining a 98% accuracy rate. Skilled in following SOPs, maintaining accurate records, managing customer information, and supporting daily operations.

PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE - FOOD DELIVERY ACCOUNT

IBEX Davao / IBEX Global Solutions – Davao City, Philippines
September 2023 – June 2026

- Provided customer support through live chat for a food delivery account, handling order, delivery, billing, and account concerns while managing 40–60 chats per day and up to 4 conversations simultaneously, maintaining a 98% accuracy rate and high service quality.
- Supported daily back-office operations by performing data entry, handling calls and emails, updating databases and spreadsheets, processing documents, reviewing and verifying records, managing administrative tasks, and coordinating follow-ups while ensuring accuracy, completeness, proper documentation, and quality standards.
- Followed strict SOPs, brand guidelines, quality standards, and data-handling procedures when processing customer requests.
- Used Salesforce, Herocare, G Suite, Gmail, Google Chat, and Google Meet to manage customer information, communication, and work-related tasks.

DATA VERIFIER

Lyanthe Financial Services – Davao City, Philippines
October 2022 – July 2023

- Verified and entered information from invoices, receipts, financial records, and transaction documents to ensure accuracy and completeness.
- Reviewed financial documents from European countries and checked important details before entering information into the company's system.
- Calculated and verified VAT information and other invoice details based on available documentation.
- Used a company-provided data processing system/tool to enter, verify, and manage information.
- Worked independently while meeting daily productivity and quality expectations

CORE SKILLS

- Customer Service & Chat Support || Data Entry & Data Verification || Quality Assurance & Accuracy Control || Email & Online Communication || Problem Resolution || Microsoft Office Suite || G Suite: Gmail, Google Chat, Google Meet || Salesforce || Herocare || Data Accuracy & Attention to Detail || Multitasking & Time Management || Process & SOP Compliance || Administrative Support || Team Collaboration

EDUCATION

Bachelor of Secondary Education major in Mathematics
Davao de Oro Stage College
2018 -2022

General Academic Strand /K to 12
New Bataan National High School
2012 -2018

ELIGIBILITY

Civil Service Professional Eligibility

TECHNICAL SKILLS

Microsoft Office: Word, Excel, PowerPoint
Google Workspace: Gmail, Google Chat, Google Meet
Customer Support & CRM: Salesforce, Herocare
Data Processing: Data Entry, Data Verification
Online Work: Email Management, Online Platforms, Digital Documentation

PROFESSIONAL HIGHLIGHTS

- Handled 40–60 customer chats daily in a food delivery account.
- Managed up to 4 simultaneous customer conversations.
- Maintained a 98% accuracy rate while meeting quality standards.
- Experienced in data verification, invoice processing, VAT calculation, and financial document review.
- Experienced with Salesforce, Herocare, Google Workspace, and Microsoft Office.