

PATRICK JIBE MALICDEM SABUSAP

Baguio City, Benguet, Philippines

Work Experience *I have been working for 9.73 years*

COMPANY NAME	:	ThoughFocus
POSITION TITLE	:	Process Associate
INCLUSIVE DATE	:	Mar 2025 - PRESENT
ADDRESS	:	Baguio CIty, Philippines
NATURE OF BUSINESS	:	Banking and Financial Services

Duties and Responsibilities

- Job Responsibilities & Duties:
- Review and analyze borrower credit reports, including credit scores, payment history, and outstanding liabilities
- Assess financial documents such as income statements, bank statements, and employment records
- Verify accuracy and completeness of borrower information in accordance with underwriting guidelines
- Document findings and maintain detailed records in the system
- Communicate with internal teams to resolve missing or unclear information
- Perform quality checks to ensure accuracy of processed applications
- Meet productivity and turnaround time targets in a high-volume environment
- Handle confidential financial data with strict adherence to data privacy standards
- Key Skills:
- Strong analytical and critical thinking skills
- Knowledge of credit reports and underwriting principles
- Attention to detail and high level of accuracy
- Ability to interpret financial documents and data
- Time management and ability to meet deadlines
- Strong organizational skills
- Proficiency in data entry and documentation
- Good communication and coordination skills
- Ability to maintain confidentiality and data security

- Adaptability in a fast-paced, process-driven environment
- Basic Tools & Systems Used:
- Customer Relationship Management (CRM) systems
- Document management systems
- Microsoft Office (Outlook)
- Internal underwriting and risk assessment platforms

COMPANY NAME	**:**	A-VANTAGE INTERNATIONAL RECRUITMENT CORP.
POSITION TITLE	**:**	Recruitment Officer
INCLUSIVE DATE	**:**	Jun 2021 - Dec 2024
ADDRESS	**:**	Makati, Philippines
NATURE OF BUSINESS	**:**	Human Resources / Manpower & Recruitment

Duties and Responsibilities

- Managed end-to-end recruitment processes, including international hiring, candidate coordination, and onboarding. Ensured efficient talent acquisition while maintaining compliance with labor regulations and delivering a positive candidate experience.
- Key Responsibilities:
- Sourced and screened candidates through job portals, referrals, and networking
- Posted job advertisements and managed applicant pipelines
- Conducted initial interviews and coordinated schedules with hiring managers
- Facilitated onsite and virtual interviews, ensuring smooth candidate experience
- Managed candidate communications and prepared offer letters
- Maintained accurate recruitment records and databases
- Processed pre-employment requirements and background checks
- Coordinated travel and logistics for international candidates
- Supported onboarding, including documentation and orientation
- Handled manpower pooling and monitored job order accreditation with DMW
- Managed international job orders across multiple countries
- Coordinated with liaison offices for visa processing, documentation, and deployment
- Organized and conducted Pre-Departure Orientation Seminars (PDOS)
- Assisted foreign employers in candidate interviews
- Prepared deployment documents and coordinated with OWWA and other agencies
- Resolved recruitment and scheduling issues efficiently
- Key Skills:
- Full-cycle and international recruitment
- Talent sourcing and candidate assessment
- Knowledge of DMW, OWWA, and overseas employment processes
- Strong communication and stakeholder coordination
- Organizational and time management skills
- Attention to detail and documentation accuracy
- Problem-solving and adaptability
- Administrative and data management proficiency
- Tools & Systems:
- Applicant Tracking Systems (ATS)
- Job portals (Work Abroad PH, LinkedIn, Facebook)
- Microsoft Office / Google Workspace
- Email and calendar tools (Outlook, Gmail)
- Video conferencing (Zoom, Microsoft Teams)

COMPANY NAME	**:**	Concentrix

POSITION TITLE	:	Customer Service Representative – eBay Returns, Disputes & Appeals
INCLUSIVE DATE	:	Jan 2020 - Feb 2021
ADDRESS	:	Techno Hub Camp John Hay Baguio City, Philippines
NATURE OF BUSINESS	:	Call Center / IT-Enabled Services / BPO

Duties and Responsibilities

- Job Responsibilities & Duties:
- Handle customer inquiries and cases related to eBay returns and disputes
- Manage return requests including:
- Item Not as Described (INAD)
- Fake or counterfeit item claims
- Wrong size or incorrect item received
- Change of mind returns
- Item Not Received (INR) cases
- Investigate claims by reviewing order details, tracking information, photos, and communication history
- Communicate with both buyers and sellers to gather necessary information and provide fair resolutions
- Process refunds, replacements, or return approvals based on company and e-commerce platform policies
- Mediate disputes between buyers and sellers to reach mutually acceptable solutions
- Handle escalations, ensuring proper documentation and compliance with policies
- File and manage appeals for denied or disputed cases, providing supporting evidence
- Ensure all cases are resolved within service level agreements (SLAs)
- Maintain accurate records of customer interactions and case updates in the system
- Provide clear explanations of return policies, procedures, and decisions to customers
- Identify potential fraud or abuse (e.g., false claims, repeated returns) and report accordingly
- Meet performance metrics such as resolution time, customer satisfaction, and case accuracy
- Key Skills:
- Strong problem-solving and decision-making skills
- Excellent communication (written and verbal)
- Conflict resolution and mediation skills
- Attention to detail when reviewing claims and evidence
- Ability to handle sensitive or difficult customer situations professionally
- Knowledge of e-commerce policies and return processes
- Time management and multitasking in high-volume environments
- Basic Tools & Systems Used:
- CRM systems (e.g., Salesforce)
- eCommerce platforms (e.g., eBay Seller Hub)
- Payment and refund processing systems
- Order tracking and logistics systems
- Email and chat support tools

COMPANY NAME	:	Sitel
POSITION TITLE	:	Customer Service Representative – Billing, Subscription & Retention
INCLUSIVE DATE	:	May 2018 - Aug 2019
ADDRESS	:	Cyber Baguio City, Philippines
NATURE OF BUSINESS	:	Call Center / IT-Enabled Services / BPO

Duties and Responsibilities

- Job Responsibilities & Duties:

- Handle customer inquiries related to billing, payments, charges, and account balances
- Explain invoices, payment terms, and billing discrepancies clearly and accurately
- Process payments, refunds, adjustments, and account updates
- Assist customers with subscription setup, upgrades, downgrades, and cancellations
- Monitor and manage customer accounts to ensure accurate subscription status
- Resolve billing issues and disputes in a timely and professional manner
- Retain customers by addressing concerns, offering solutions, and providing appropriate promotions or alternatives
- Identify customer needs and recommend suitable plans or services
- Follow retention strategies to reduce cancellations and improve customer loyalty
- Document all customer interactions and transactions in the system
- Escalate complex billing or technical issues to the appropriate department
- Meet key performance indicators (KPIs) such as customer satisfaction, retention rate, and first-call resolution
- Ensure compliance with company policies and data privacy standards
- Key Skills:
- Strong communication and negotiation skills
- Problem-solving and conflict resolution
- Persuasion and customer retention techniques
- Attention to detail and accuracy in handling financial data
- Ability to handle high-volume customer interactions
- Time management and multitasking
- Basic Tools & Systems Used:
- CRM systems (e.g., Salesforce)
- Billing and subscription management software
- Payment processing systems
- Call center systems (dialers, VoIP tools)
- Email and chat platforms

COMPANY NAME	**:**	Shindigs Mexican Food and Pastries
POSITION TITLE	**:**	Food Production Worker / Factory Worker
INCLUSIVE DATE	**:**	Feb 2016 - Mar 2018
ADDRESS	**:**	Bakakeng, Baguio CIty, Philippines
NATURE OF BUSINESS	**:**	Food & Beverage / Catering / Restaurant

Duties and Responsibilities

- Key Responsibilities:
- Prepare and measure ingredients such as flour, sugar, dough, meat, vegetables, and sauces
- Assist in baking pastries and cooking Mexican food based on standard recipes
- Operate and monitor food production equipment safely
- Assemble products like filled pastries, tortillas, and ready-to-eat meals
- Pack, seal, and label products for storage or distribution
- Maintain cleanliness and sanitation of workstations and tools
- Follow strict food safety and hygiene regulations
- Check product quality and consistency before packaging
- Meet daily production targets and work efficiently with the team

- Cooking Equipment: Flat griddles, deep fryers, steamers, gas/electric stoves
- Measuring Tools: Digital weighing scales, measuring cups and spoons
- Packaging Equipment: Vacuum sealers, heat sealers, labeling machines
- Cooling & Storage: Refrigerators, freezers, cooling racks
- Hand Tools: Knives, spatulas, trays, baking molds, rolling pins
- Sanitation Tools: Cleaning brushes, sanitizers, gloves, hairnets
- Types of Food Handled (Mexican & Related Products):
- Tortillas (corn and flour)
- Tacos and burrito fillings
- Quesadillas and wraps
- Nachos and sauces (salsa, cheese sauce)
- Meat products (seasoned beef, chicken, pork)
- Rice and beans (Mexican-style)
- Frozen or ready-to-eat meals
- Basic Types of Pastries:
- Bread rolls and buns
- Croissants
- Muffins
- Donuts
- Empanadas (sweet and savory)
- Puff pastries
- Cookies and biscuits
- Cupcakes

Educational Attainment

Jun 2013 - May 2018

Saint Louis university
Bachelor's / College Degree
Legal Studies

Government Documents

Available upon request

Trainings / Seminars

Jan 04, 2025 - Jan 04, 2025

Online Course on the Framework and Mandates of Universal Health Care
Department of Health
Baguio City Philippines

Jan 04, 2025 - Jan 04, 2025

Online Course on the Organization of Local Health Systems
Department of Health

Baguio City Philippines

Jan 04, 2025 - Jan 04, 2025

Orientation on the Universal Health Care Law
Department of Health
Baguio City Philippines

Aug 23, 2023 - Aug 23, 2023

Continuing Agency Education Program (CAEP)
Department of Migrant Workers
Manila Philippines

Skills

Time management | Problem-solving | Communication | Customer service | Computer skills

Languages

Filipino and English