

# JERWIN LUMPAY

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Immediate Joiner



## SUMMARY

Supportive and dedicated Customer Support Professional with over 8 years of experience in high volume administrative environments. Expert in Data Entry, Scheduling, and providing world class Customer Support through phone and email channels. Proven track record in managing client bookings and multitasking within CRM systems to drive Customer Success in fast paced operations.

## WORK EXPERIENCE

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### Operations & Front Desk Officer | Sky Zone | Dubai, UAE 05/2025 – 05/2026

- Managed high-volume customer inquiries, bookings, memberships, front desk operations, and POS transactions while delivering excellent customer service in a fast-paced environment.
- Generated \$80K+ revenue through upselling memberships and promotions while consistently achieving KPIs, sales targets, AHT, and customer satisfaction scores.
- Provided front desk and administrative support including scheduling, records management, onboarding assistance, and coordination with departments to ensure smooth daily operations.

### Client Services Specialist | ADP | Manila, Philippines 09/2022 – 03/2025

- Supported global clients including Sodexo, Siemens Energy, and Randstad with onboarding, customer support, and administrative coordination.
- Managed US Form I-9 and E-Verify processes with 100% compliance while ensuring data accuracy, confidentiality, and proper handling of PII/SPI information.
- Helped reduce out-of-compliance I-9 and E-Verify cases by 90% through accurate documentation review, audit-ready Excel reports, and strong file management.

### Customer Service Team Lead | Ibex | Manila, Philippines 04/2018 – 08/2022

- Promoted from Customer Service Agent to Team Lead managing 15 agents supporting AT&T and GoDaddy, earning “Top Team” recognition for performance and service excellence.
- Monitored team KPIs including 85% CSAT, 80% FCR, 7-minute AHT, and SLA targets under 24 hours while conducting coaching sessions and business reviews with management and clients.
- Reduced customer escalations by 80% through real-time support, outbound follow-ups, de-escalation handling, and process improvements while coordinating with QA, training, and workforce teams to maintain 95% QA scores and Workforce team for occupancy no less than 85%.

### Sales Associate | ResultsCX | Manila, Philippines 11/2016 – 03/2018

- Handled inbound and outbound calls for telecom products while consistently achieving 90% monthly sales targets in a fast-paced call center environment.
- Assessed customer needs through probing questions and recommended suitable products, upgrades, and services to improve customer satisfaction and sales conversion.
- Processed an average of \$10K monthly in upgrades and \$20K monthly in new line activations and port-ins through effective sales and customer engagement.

### Customer Service Representative | Sutherland | Manila, Philippines 04/2015 – 10/2016

- Handled merchant disputes, chargebacks, refunds, and payment inquiries, reducing disputes by 60% and refund requests by 45%.
- Resolved payment processing issues while ensuring 100% compliance with Visa, Mastercard, and AMEX dispute policies, including KYC, AML, CFT, and PII/SPI standards.

## EDUCATION

Concordia College - BS, Business Administration and Management

06/2010 – 10/2014

## CERTIFICATIONS

- Six Sigma White Belt
- ISO 9001/27001 standards
- SAP S/4HANA
- Supply Chain Management
- Human Resource Management