

JERWIN LUMPAY

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Immediate Joiner



SUMMARY

Results-driven Customer Service professional with 8+ years of experience in front desk, call center, and administrative operations. Skilled in handling high-volume customer inquiries, POS/cashiering, KYC compliance, and accurate handling of PII/SPI data. Proven track record in achieving 85% CSAT, 80% FCR, and generating \$80K+ in sales while consistently meeting service KPIs. Strong communication, organizational, and professional skills; proficient in MS Applications, adaptable, and a fast learner. Available immediately in Dubai.

WORK EXPERIENCE

Operations & Front Desk Officer | Sky Zone | Dubai, UAE 05/2025 – 04/2026

- 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 | Ibox | 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