



JOHN ALVIN VINUYA

CUSTOMER SUPPORT ASSISTANT

CONTACT

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- Cabiao, Nueva Ecija, Philippines

EDUCATION

2005 - 2010

NUEVA ECIJA UNIVERSITY OF
SCIENCE AND TECHNOLOGY

SKILLS

- Customer Service
- Client Relations
- Housing Loan Processing
- Claims Processing
- Membership Records Management
- Document Verification
- Records Consolidation
- MS Office (Word, Excel, Outlook)
- Data Entry
- Administrative Support
- Communication Skills
- Conflict Resolution
- Time Management
- Attention to Detail

LANGUAGES

- English

PROFESSIONAL PROFILE

Dedicated Customer Service Professional with over 8 years of experience assisting Pag-IBIG Fund members with housing loan applications, claims, membership concerns, and other housing-related transactions. Experienced in processing documents, resolving customer inquiries, ensuring compliance with government policies, and delivering excellent frontline service through walk-in, phone, and administrative support. Recognized for strong communication skills, attention to detail, and commitment to providing exceptional customer service.

WORK EXPERIENCE

Pag-IBIG FUND (under DBP Service Corporation) 2017 - PRESENT
Sales/ Customer Support Assistant

- Provides frontline services (walk-in and phoned in) relative to Provident Benefits and Housing related transactions.
- Receives Change of Members/Employers Information.
- Receives Requests for Consolidation/Merging of Records.
- Receives and Processes MPL Application.
- Receives and Process Claims Application.
- Offered advice and assistance to customers, paying attention to special needs or wants.

D. M. Consunji, Inc. 2014-2017
Timekeeper

- Processed employees forms and managed benefits and leave time.
- Verified timekeeping records and handled any discrepancies with employees.
- Maintained payroll information by calculating, collecting and entering data.
- Reviewed personnel records to determine names, rates of pay, occupations of new hires and changes in wage rates.
- Responded to employee questions and requests for information in timely and knowledgeable fashion.
- Developed reports by compiling summaries for earnings, taxes, deductions, nontaxable wages, disability and leave.

REFERENCE

April Talens
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