



ANDRESITO PLANILLA

BACK-OFFICE SUPPORT/COLLECTION OFFICER

CUSTOMER SERVICE REPRESENTATIVE

CONTACT

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EDUCATION

1990-1992

JACOBO ZARRAGA MEMORIAL SCHOOL OF ARTS AND TRADES

- 2 years Vocational Course
- Electronics Technology

Email Marketing / MAY 2019

UDEMY

Cert no. UC_U8TMBQTN

- Cert url: [ude.my/UC-U8TMBQTN](https://www.udemy.com/certificate/UC-U8TMBQTN)

SOCIAL MEDIA

MANAGEMENT/JUN2020

HOME BASE CONNECT

- Social media task/Tools/Platforms
- Creating content for brands awareness and campaigns.

SKILLS

- Telemarketing
- Customer Service
- Data Entry/Management
- Collection Processes
- Inbound & Outbound Calls
- Equipment Service/Copier
- Sales Representative

PROFILE

Dedicated, Organized and Team Player Back Office Support and Collection Officer for over 3 years whilst I provide an outstanding customer services.

Former Customer Sales and Service Coordinator of a copier products for 3 years, I managed, telemarketing, send email proposal, fliers and face to face meeting to negotiate in which I achieved additional sales and more clients. With 20 years of technical expertise in the copier products in which I served with outstanding customer satisfactions.

Proficient in using Canva, Zoom, Microsoft excel, Semrush, Five9, Gmail, Defi, Biller. Service Titan, Quickbase, Microsoft Teams, FNO, Unite, Google Workspace

WORK EXPERIENCE

BILL GOSLING OUTSOURCING/TAGUIG CITY

Back Office Support/Service Expert
Contract Builder

FEB 2025 - AUG 2025

- Contract Building from start to finish using various tools.
- Accurately data entry and completion in timely manner using CRM tools.
- Verify the accuracy of data and report any errors.
- Proficient in using tools, Service Titan, FNO, Quick base, Microsoft Teams and Microsoft Excel.
- Achieved 4% lowest error rates for contract building which I achieved performance appraisal.
- Maintain confidentiality and integrity of sensitive information.

BILL GOSLING OUTSOURCING/TAGUIG CITY

Back Office Support

APRIL 2022-
JAN 2025

- Data entry, management and completion in a timely manner with accuracy.
- Report any data discrepancy to superior and do corrective actions.
- Protect and secure all data at all times.
- As a back office support my achievement for the teams is smooth operations and less discrepancies of error by 95%.

BILL GOSLING OUTSOURCING/TAGUIG/CITY

Collection Officer

AUGUST 2021-MAR 2022

- Manage inbound and outbound calls for collection payments from International clients.
- Process, collects payments and data entry for our clients in the US.
- Negotiate and offer Extensions, Recurring payments which help the clients bring their account into current status.
- Update customer accounts with integrity and confidentiality.

SOFT SKILLS

- Eager to Learn
- Team Player
- Highly Flexible/Adaptable
- Strong Work Ethic
- Negotiation
- Organized
- Attention to details

LANGUAGES

- English (Intermediate)
- Tagalog (Fluent)



[HTTPS://ANDYPLANILLA.MY.CANVA.SITE/](https://andyplanilla.my.canva.site/)

<https://sites.google.com/view/andresito-planilla/home>

CBE/ TAGUIG CITY

MAY 2020-JUN2020

1st Party Collection Agent

- Attending inbound calls for Telco account in the US.
- I process and collecting payments from the clients.
- Accepts clients inquiries promptly and offer solutions to resolve the issues.

Copy Tech Enterprises/Sta Rosa Clty

MAY 2018-AUG 2021

Customer Sales & Service Coordinator

- I managed, provide rental and outright purchase clients, I achieved additional sales and revenue for the company.
- I managed sale and marketing of copier products thru telemarketing, email proposal, fliers and face to face negotiation which I successfully close the sales.
- Managed clients' accounts and data base with utmost security ,do follow up on the clients inquiries.
- Do product conduct installations, awareness and trainings on site ,it enhance clients knowledge of the product.
- I diagnosed and resolved all copiers malfunctions weekly, which included troubleshooting paper jams and replacing toner cartridges, resulting in a measurable improvement in printer reliability and user satisfaction, and helped staff meet deadlines.

PHOTOPRO/ALL ABOUT IT/Sta Rosa/Cabuyao

FEB 2015- 2018

Service Engineer

- I attend service calls from the clients and take immediate actions.
- I do copier and printer repair, troubleshooting, copy quality on site.
- I conducts preventive maintenance, parts replacements, drums and consumables onsite to prevent breakdown.
- I conducts machine installations , demo and basic trainings on site.
- Accounts billing and collections on a monthly basis for the rental accounts.

UBIX CORPORATION/Makati City

AUG 1996-APRIL 2014

Service Engineer/Quality Control Engineer

- Attending service calls from the clients and take immediate actions.
- Do copier and printer repair, troubleshooting, copy quality on site for Konica Minolta Copiers and solve machine problems.
- Conducts preventive maintenance, parts replacements, drums and consumables onsite to prevent breakdown.
- Conducts machine installations, demo and basic trainings on site.
- Monitoring the performance of the copier assigned and recommend necessary actions.
- Prepare and submit accurate reports/Field service report with test copy and transportation expense summary.
- Approved and recommend replacement, upgrading of machines based on the report and performance of the machine on field.
- Assist other technical related activities like key operator trainings, and clients trainings.

ACHIEVEMENTS

- 2023--Monthly -Top Performer for Back Office Department.
- 2022--Achieved 80% dollars collection goals.
- 2012--Konica Minolta Technical Training program--associate passed
- STAR QUALITY training--Service Team Achieves Result--a Program on Customer Service Excellence--from UBIX CORPORATION