JONATHAN GATAN

Customer Service Representative
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Portfolio: https://claude.ai/artifact/452KqiNzGNWcxyhb4wj9vu

PROFESSIONAL SUMMARY

Customer service professional with 7+ years of BPO experience across healthcare, e-commerce, telecom, technology and roadside assistance. Currently a Senior Associate handling billing, payment and claims concerns. Experienced in calming upset customers, resolving escalated complaints, refunds and compensation claims, and following strict company policies and compliance rules. Clear, patient communicator who learns new systems quickly and is committed to making every customer feel heard.

KEY STRENGTHS

- **Clear communication:** explains policies and solutions in simple terms, listens carefully and makes customers feel heard
- **Escalation handling:** stays calm with upset customers and resolves complaints, refunds and compensation claims
- **Problem solving:** finds the real cause of an issue and follows through until it is resolved
- **Accuracy:** careful with billing, payments, refunds and account details under strict company rules
- **Teamwork:** works with colleagues, partners and third parties to get customers what they need
- **Fast learner:** has picked up many systems and policies across multiple industries and accounts
- **Multi-channel support:** experience with phone, email and case-based support

PROFESSIONAL EXPERIENCE

Senior Associate | R1 RCM

January 2026 – November 3, 2026

- Help patients, healthcare providers and insurers understand billing, payments and claims in plain language
- Resolve billing and account concerns with patience and care while following strict compliance requirements
- Work with providers and colleagues to settle payment and account issues
- Document each interaction accurately and follow up until the concern is resolved

Customer Experience Representative | Cognizant / Google gTech

November 2024 – December 2025

- Helped business owners fix problems with their online stores through Google Merchant Center support
- Explained policies and solutions clearly and guided customers step by step
- Handled escalations calmly and adapted quickly to new tools and policy updates
- Supported clients through written communication, keeping responses clear, accurate and professional

Escalation Team Case Manager | Agero Roadside Assistance

November 2021 – March 2024

- Reassured stressed customers and resolved escalated complaints, refund requests and compensation claims
- Worked with third-party providers to find fair solutions for customers
- Applied company policies consistently while looking for the best outcome for each case
- Managed cases from start to finish, keeping customers updated along the way

Technical Support Agent | Teleperformance (AT&T; account)

July 2020 – October 2021

- Guided customers step by step through TV, internet and phone problems
- Answered billing questions clearly and patiently
- Troubleshot service issues and escalated unresolved cases to the proper team

Earlier Roles

- **Customer Service Representative**, Inspiro (1-800-Flowers) – helped customers with orders, tracking and product questions (February 2020)
- **Customer Support**, Collective Solution (Minted) – October 2019 – December 2019

SKILLS

- **People skills:** friendly communication, active listening, patience, empathy, conflict resolution, teamwork
- **Work skills:** problem solving, accuracy, attention to detail, billing and account knowledge, documentation, time management
- **Tools:** Google Workspace, CRM and case-management systems; quick to learn new systems

EDUCATION

- **BS in Business Administration, Major in Marketing Management** – Cagayan State University
- **MBA (undergraduate level)** – National College of Business and Arts

LANGUAGES

English – professional working proficiency | Filipino/Tagalog – native

REFERENCES

Available upon request.