|  |  |
| --- | --- |
|  | EDUCATION |
|  | Roosevelt College Cainta  2006 - 2010  Bachelor of Arts in Broadcasting Concepcion High School  2002 - 2006  Secondary Education Malanday Elementary School 1996 - 2002  Elementary |
|  | WORK EXPERIENCE |
| NOEMI MAMANGCONI   * CARPIO   SENIOR RESEARCH SPECIALIST  PROFILE  .   * + Strongly focused, with the ability to complete tasks accurately in a fast-paced environment with conflicting deadlines.   CONTACT  PHONE: 09176399745 EMAIL:  [mamangconinoemi@gmail.com](mailto:mamangconinoemi@gmail.com) | Realpage Philippines – Senior Research Specialist April 2022 –January 2024   * Monitoring Escalation Inbox * Sorting Emails * Addressing escalations raised by Manager, Lead and other departments (within scope of support) * Processing account deactivation * Supporting other escalation/urgent requests * QA Auditing * Daily Reports   Realpage Philippines – Research Specialist (Billing) November 2020 – March 2022   * Manages the invoices of the client per apartment * Contacting vendors to ensure no past due balances * Checking the possible unit/address of the client that is set to be disconnected   Realpage Philippines – Customer Care Agent September 2017– October 2020   * Handle calls of the payment for the apartment insurance * Discuss billing questions and options to the customers about their apartment insurance * Doing back office, checking possible duplicate set up of insurance per customer   Realpage Philippines – Email Support (Contractual) January 2017– July 2017   * Assisted inquiries on residents looking for apartments * Setting up appointments for apartment visit |