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|  | EDUCATION |
|  | Roosevelt College Cainta2006 - 2010Bachelor of Arts in Broadcasting Concepcion High School2002 - 2006Secondary Education Malanday Elementary School 1996 - 2002Elementary |
|  | WORK EXPERIENCE |
| NOEMI MAMANGCONI* CARPIO

SENIOR RESEARCH SPECIALISTPROFILE.* + Strongly focused, with the ability to complete tasks accurately in a fast-paced environment with conflicting deadlines.

CONTACTPHONE: 09176399745 EMAIL: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
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