

**LEONIDES**

Email Address: leonides.369286@2freemail.com

**CAREER OBJECTIVE**

***“Pursue a respectable position in a respective company. Deliver quality of work to the best of my skills and abilities. To be an asset and contribute to the success of the business.***

**PERSONAL ASSETS**

* Financial Advisor
* Efficient Supervisory Skills
* Customer Service
* Advance Computer Literacy *(Word, Excel, Powerpoint, Outlook)*
* Customer satisfaction Achiever (Trainor)
* Effective communication Skills *(English and Filipino)*
* Impressive Telephone Etiquette

**WORK EXPERIENCES**

**GLOBAL EXPRESS GENERAL TRADING - Philippines**

***Administrative / Customer Service Executive (Marketing & Import Desk)***

Duration: April 2015 – May 2016

* Providing information about products and services,
* Organizing and maintaining records of customer interactions and transactions, details of inquiries, complaints, and comments, as well as actions taken, processed orders, forms and applications.
* Following up for the customers' requests to ensure that appropriate actions were taken on.
* Escalate unresolved customer grievances or special requests to designated departments for further investigation.
* Managing the day-to-day operations of the office
* Planning and scheduling meetings and appointments
* Managing projects and conducting research
* Preparing and editing correspondence, reports, and presentations
* Airway Bill Encoding, Invoicing and rates creations for incoming and outgoing shipments.
* Managing the booking for Import and Export shipments.

**TELUS INTERNATIONAL - Philippines**

***Call Centre Account Supervisor***

October 2012 – March 2015

* Organizes and directs the day-to-day activities related to the operation of the Call Center. Responsible for managing, training & guiding call center agents in performing their duties. Provides support, reports & resolves problems and complaints. Monitors agents & contact center performance, and analyzes reports. Helps developing schedules to ensure adequate staffing level.
* Provide administrative assistance to all associates within the account.
* Provide administrative support for the account / program by coordinating with various internal departments (i.e. Quality Assurance, Training, Human Resources, and Workforce).
* Seeks immediate action and resolution to administrative concerns, inquiries, and issues of the account by the accurate gathering and cascading of information to and from applicable units.
* Supports the Operations Director, Operations Manager, and / or the Team Leaders.

**TELUS INTERNATIONAL - Philippines**

***Customer Service Representative***

November 2006 – October 2012

* Deal directly with customers either by telephone, email and chat.
* Respond promptly to customer inquiries. Handle and resolve customer complaints.
* Obtain and evaluate all relevant information to handle product and service inquiries.
* Provide pricing and delivery information.
* Perform customer verifications. Set up new customer accounts.
* Process orders, forms, applications and requests.
* Organize workflow to meet customer timeframes.
* Direct requests and unresolved issues to the designated resource.
* Manage customers' accounts and administration.
* Keep records of customer interactions and transactions.
* Record details of inquiries, comments and complaints and actions taken.
* Prepare and distribute customer activity reports.
* Maintain customer databases.
* Communicate and coordinate with internal departments.
* Provide feedback on the efficiency of the customer service process.

**EDUCATIONAL BACKGROUND**

**BACHELOR OF SCIENCE IN COMPUTER SCIENCE**

**STI COLLEGE, Philippines**

**Year 1999-2004**

**Personal information**

Nationality : Filipino

Gender : Male

Citizenship : Filipino

Religion : Catholic

Civil Status : Single

Language(s) Spoken : English, Tagalog, Basic Arabic

Visa Status : Visit

**References: Available upon Request**