

# REY GRANADA

Support Team Leader

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## + ABOUT ME

Recent employment is with Dreamscape Networks Inc. I am a Licensed Professional Teacher and currently working as a Team Leader for chat support team of an international web hosting company. I have around 10 years of experience in the BPO industry starting as a technical support for a computer manufacturer and a manufacturer of networking/connecting devices; customer service for a financial account and telecommunication account; and a corrections coordinator for a self-publishing company.

## + EDUCATION

● Cebu Technological University  
**CERTIFICATE IN PROFESSIONAL EDUCATION**

● Asian College of Technology 2015  
**BACHELOR OF SCIENCE IN COMPUTER SCIENCE**

● Asian College of Technology 2003  
**ASSOCIATE DEGREE IN COMPUTER TECHNOLOGY**

- Scholarship: PESFA Scholarship by Tesda

## + SKILLS

Time Management Skills

Team Management

Reporting

Project Organization

Customer Service

Creative Problem Solving

Verbal And Written Communication

Reports Generation And Analysis

Expert

## + WORK EXPERIENCE

● Dreamscape Networks Incorporated APR 2019 - PRESENT  
Cebu City

### SUPPORT TEAM LEADER

- Manages a team of support representatives
- Paid close attention to customers' concerns and addressed their queries and achieved an exceptional level of customer service.
- Learn tools and processes of acquired brands and aligned them to the existing or current process of the company• Provide immediate one on one feedback to agents through coaching.
- Proofs read emails and give comments/suggestions on how to improve customer service, grammar and sentence construction.
- Help agents understand and improve product and service knowledge.
- Answer calls and tickets if the workload requires assistance.
- Monitor breaks, log in/logout schedules and the phone availability.
- Answer agents' questions regarding product and services.
- Conduct meetings and training sessions to the selected agents needing improvement.
- Performance management of selected agents in need of improvements.
- Track individual and team's improvement.
- Provide suggestions to management regarding areas of improvement.
- Analyse and report data and translate them into actionable initiatives or program.
- Provide feedback to identify customer needs and expectation.
- To keep themselves updated with new product and technical procedures.
- Communicate and coordinate effectively with internal departments.
- To adapt in using the CRMS tools and other tools that the company will provide.
- Work collaboratively and closely with other departments and teams.
- Ensure our company conducts business in an ethical manner at all times and is not put in a position of risk.
- To be flexible with working hours and to work when necessary to support agents.
- Willingly accept additional responsibility and workload required for the improvement of the operation.
- To follow instructions as well as take responsibility my actions

● Dreamscape Networks Incorporated MAY 2017 - APR 2019  
Cebu

### QUALITY ASSURANCE OFFICER

- Reports directly to the Quality Assurance Team Leader
- Provide immediate one on one feedback to agents through coaching.
- Perform call, chat and email monitoring to agents.
- Proofs read emails and give comments/suggestions on how to improve customer service, grammar and sentence construction.
- Help agents understand and improve product and service knowledge.
- Answer calls and tickets if the workload requires assistance.
- Answer agents' questions regarding product and services.
- Conduct meetings and training sessions to the selected agents needing improvement.
- Compile record of agents' Quality Assurance score.
- Accurately report quantitative overall, team or per agents score to QA Manager.
- Track individual and team's improvement.
- Ensure overall site's performance is within the accepted quality standard.
- Provide suggestions to management regarding areas of improvement.
- Analyse and report data and translate them into actionable initiatives or program.
- Coordinate and participate with call calibration sessions for staff.
- Improvement and design of call monitoring process and standards.
- Provide feedback to identify customer needs and expectation.
- To keep updated with new product and technical procedures.
- Communicate and coordinate effectively with internal departments.
- To adapt in using the CRMS tools and other tools that the company will provide.
- Work collaboratively and closely with Team Leaders, Managers and staffs.

● Dreamscape Networks Incorporated NOV 2015 - MAY 2017  
Cebu

### CHAT SUPPORT SPECIALIST

- Reports directly to the Team Leader and Support Manager
- To provide prompt, polite and professional solutions or advice for clients needing assistance in relation to our products and services through chat and email.
- Provide excellent service and support to our customers through chat
- Excellent writing skills with accurate spelling and grammar.
- Politely and professionally deal with all forms of enquiries always keeping our company's reputation front of mind.
- Ability to manage difficult customer situations in a cool, calm and composed manner.
- Ability to respond promptly to the needs of the customer and always trying to best solve any issues.
- To respond to any messages, tweets or comments accurately and in a professional and timely manner.
- Logging each queries, comments and messages.
- To escalate serious comments/issues and having the ability to prioritise these without panic.
- To communicate in simple and understanding and in professional manner.
- Communicate and coordinate effectively with other team members and internal departments.
- To adept in using the CRMS tools and other tools that company will provide.
- Being able to accept customer feedback and use this to improve yourself and customer service.
- To verify the customer first at all times before giving out information on all means of communication including social media, chat, email or phone.
- Work collaboratively and closely with Team Leaders, Tier2 system admin, Support Managers and training staffs.
- To be flexible with working hours whenever required.
- To work some early mornings and late night and weekends whenever required.
- To be punctual and reliable at all times.
- To be dressed appropriately and to always present a good image for the company.
- Pleasant and friendly mannerism at all times.
- Ability to treat people with respect under all circumstances and instill trust in others.
- Conduct all business and align yourself with the company's core values.

● Dreamscape Networks Incorporated NOV 2014 - NOV 2015  
Cebu City

### CUSTOMER CARE SPECIALIST/SUPPORT SPECIALIST

- To provide prompt, polite and professional solutions or advice for clients needing assistance in relation to our products and services through phone and email.
- Provide excellent service and support to our customers through chat
- Excellent writing skills with accurate spelling and grammar.
- Politely and professionally deal with all forms of enquiries always keeping our company's reputation front of mind.
- Ability to manage difficult customer situations in a cool, calm and composed manner.
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● Author Solutions Philippines Inc. JAN 2010 - JUN 2014  
Cebu City

### CORRECTIONS COORDINATOR

- Act as a subject matter expert for the corrections process.
- Provides support to a team of representatives by making sure that corrections are forwarded to production team in a timely manner and moving them out of the corrections process.
- Facilitate queries of the representatives regarding corrections.
- Facilitate corrections sent via email, mail, and fax.
- Educate authors on how they can make and send corrections for their books.
- Contact authors to confirm receipt of corrections and to clarify them.
- Take note of author's corrections over the phone.
- Assess fees applicable for corrections and revision.
- Generate reports daily.
- Training for corrections process for new representatives.
- Handled multiple brands/imprints (Trafford, Authorhouse and luniverse) and other markets (Australia and United Kingdom)
- Handles escalations and makes sure that issues are resolved in timely manner.

● Convergys Philippines APR 2007 - JUN 2009  
Cebu City

### CUSTOMER CARE SPECIALIST

- Greet customers in a courteous, friendly, and professional manner.
- Listen attentively to customers' needs and concerns;
- Demonstrate empathy.
- Clarify customer requirements; probe for and confirm understanding of requirements or problem.
- Meet customers' requirements through first contact resolutions.
- Confirms customer understanding of the solution and provide additional customer education as needed.
- Prepare and update customer file.
- Communicate effectively with individuals/teams in the program to ensure high quality and timely expedition of customer request.
- Effectively transfer misdirected customer's request to the appropriate party.
- Contribute ideas on way to resolve problems to better serve the customer and or/ improve better performance.
- Provide answers and/or advice to customers based on their particular requirements and customer profile.
- Troubleshoot, research and analyze problems with installation, billing and service upgrade/downgrades.
- Conduct need based selling by using non-scripted probing techniques to determine customer needs and to offer the most appropriate product or service to address their needs.
- Maintain broad knowledge of products, pricing, promotions, procedures, and other important issues through management communicate, meeting, client focus, groups, and formal training.

● Etelecare Global Solutions OCT 2004 - JUN 2006  
Cebu

### CUSTOMER SERVICE REPRESENTATIVE

**Customer Service Representative (5 months)** for Intuit, a leading US-based company with a wide range of products and services include retail payroll and accounting software catering to small to medium enterprises. Primary products supported are QuickBooks and Quick Payroll.

- Support two client LOBs: Account Maintenance and Direct Deposit.
- Answers customer's inquiry about client's products and service.
- Provide support with the renewal of customer's subscription, use of product and its services.

**Technical Support Representative (13 months)** for Belkin, a US-based company that specializes computer hardware and connectivity devices.

- Answers customer's inquiry about client's products.
- Provide phone and email support in installation of networking products (wireless routers, connection cards and usb adapter).
- Assist customers in configuring settings of wireless devices and computers.
- Troubleshoot if client's products are in good condition and process replacement if needed.

**Technical Support Representative (3 months)** for Dell, a US-based computer manufacturer

- Troubleshoot Dell computers' software and hardware issues.
- Assists customers in installation of operating system, specific applications and other software applications.