

# BRIAN LEONARDO

CUSTOMER SERVICE

SAN PEDRO LAGUNA, PHILIPPINES, 4023

## PROFILE SUMMARY

A compassionate person expert in driving growth and raising brand awareness by providing exceptional service, and productive relationship builder. With 7+ experience in customer service environment, Versatile skill set. Received multiple awards for excellence in customer support. Strong ability to work independently with little to no direction or as part of a team.

## HIGHLIGHTS OF QUALIFICATIONS

**Interpersonal** - Strong and effective communication skills and compassion to help motivate others on a team.

**Time management** - Share management skills to operate efficiently and consistently in order to meet market demand.

**Physical stamina** - Capable to endure extreme strenuous activities to perform duties during a variety of weather conditions and complete tasks efficiently.

**Adaptability**- know how to face new obstacles by adopting new techniques and predicting upcoming challenges.

**Tech-savvy** - Knowledgeable when it comes to new technological advancements as they are related for improvement

**Cool head** - My exceptional ability to think and work under pressure.

**Reliable** - Always on time and can work and operate tasks without being micromanaged.

## WORK WITH ME!

Mobile : 63+9774335629

Email: ianneleonardo22@gmail.com

LinkedIn:@brian-leonardo

## CAREER HISTORY

### CUSTOMER EXPERIENCE AND SALES ASSOCIATE

*Telecommunication Services Australia | May 2017 - Present*

- Navigate through multiple systems and customers whilst maintaining customer engagement.
- Address concerns from new and existing customers
- Work a rotating roster, Monday - Sunday, 5am - 11pm
- Work towards achievable Customer Service, Saves and Sales targets and KPIs
- Provide class leading customer experiences

### INSIDE SALES ACCOUNT DEVELOPER

*Exl Philippines | July 2015 - March 2017*

- Implements cross-sales and marketing campaigns.
- Responsible for handling Business to Business and Business to Consumer campaign when it comes to logistics need, From planning to optimization
- Handled both Inbound and outbound calls

### CUSTOMER SERVICE REPRESENTATIVE

*Teletech | January 2013 - January 2014*

- Provides strong business relation support to store dealers and end users on a business to business campaign.

## ACADEMIC PROFILE

### STI COLLEGE

*Bachelor of Science in Business Administration  
Major. in Management*

- Under graduate

### PARANAQUE NATIONAL HIGH SCHOOL ( DON GALO ANNEX )

*Paranaque City, Manila*

- Secondary Diploma

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SAN PEDRO LAGUNA, PHILIPPINES, 4023

Dear Hiring Manager,

With the enclosed resume, I would like to express my sincere interest in Full time Customer Service position you have available. As an accomplished professional with more than 7 years of experience maximizing customer satisfaction through exceptional customer service, I possess a breadth of knowledge and talents that will allow me to contribute toward your success through this role.

My background lies in successfully maintaining superior customer relationships and providing outstanding service and support to meet, and surpass, expectations and requirements. Throughout my career, I have managed customer communications and initiatives to realize improved customer service, satisfaction, and retention. Additionally, my established success in effectively interacting with and leading teams positions me to make a significant contribution in this position.

The following achievements demonstrate my qualification for this position:

Developing and implementing key policies and procedures in customer service departments to boost productivity and enhance team morale.

Earning a reputation for swiftly identifying and resolving potential customer-facing problems and discrepancies, leading to a significant boost in customer satisfaction and loyalty.

Successfully ensuring top-flight customer service and satisfaction while driving staff training and development and team motivation..Establishing solid and trusting relationships through exceptional communication and interpersonal skills. Balancing multiple tasks within fast-paced, deadline-driven, and customer-facing environments. With my proven commitment to building strong customer relationships, I am prepared to extend my record of excellent service to your team at your company, I welcome the opportunity to discuss this position and my qualifications with you further. You may contact me via email: [ianneleonardo22@gmail.com](mailto:ianneleonardo22@gmail.com) or call 1800306013. Thank you for your consideration

Sincerely,

Brian Leonrdo