



LEONEL PAOLO S. RODRIGUEZ

Address: #18, First St., Ext., La Guardia, Lahug,

Cebu City, Philippines, 6000

Phone: +63 915 840 9195

Email: papaorodriguez@gmail.com

Objective

Highly motivated and detail-oriented seasoned customer service professional looking for an opportunity to move to Canada, with skills and knowledge in biology using critical thinking on conducting research and laboratory duties.

Skills

- Communication – excellent written and verbal communication skills.
- Customer Service – provides assistance and advice, delivering customer satisfaction.
- Research – analytical and problem solving.
- Data entry – keen to details and able to multitask effectively.
- Computer – knowledgeable to utilize computer hardware and software.

Languages

- English (American English)
- Filipino (Philippines)

References

- Rhomar Bravo
Customer Care Representative
Access Communications Co.
Saskatchewan, Canada
306-201-9406
- Kathrine Gadjamil
Team Leader
RealPage
Cebu City, Philippines
+63 926 690 0117

Work Experiences

CUSTOMER SERVICE REPRESENTATIVE

TDCX Philippines • April 2021 – Present

Line of Business: Airbnb (American online platform for vacation rentals and tourism activities).

Assist guests and hosts through phone calls and emails regarding Airbnb reservations.

MEDICAL BILLER

Optum Global Solutions • November 2016 – March 2020

Line of Business: Optum360 (American pharmacy benefit manager and healthcare provider).

Assist healthcare professionals in submitting prior authorization, prescription refills, medical billing, insurance verification, reception, and maintaining patient medical records.

TECHNICAL SUPPORT REPRESENTATIVE

Concentrix • September 2013 – December 2015

Line of Business: Microsoft (American multinational technology corporation).

Assist customers through phone call, email, and chat on technical issues regarding Microsoft windows and Microsoft office.

Education

MASTER OF SCIENCE IN BIOLOGY

August 2018 – December 2021

Completed Academic Requirements

GPA: 2.0 (1.0 – highest, 5.0 – lowest)

University of San Carlos, Cebu City, Philippines

CERTIFICATE OF PROFESSIONAL EDUCATION

November 2016 – April 2017

University of Cebu, Cebu City, Philippines

Board Passer March 2017 • Licensed Professional Teacher under Philippines RA No. 9293 list of Professional Teachers

BACHELOR OF SCIENCE IN BIOLOGY

June 2008 – March 2012

General Biology

Western Mindanao State University, Zamboanga City, Philippines