

TERESO LABIAL JR

OPERATION SUPERVISOR

Zone 1B Quinasanghan Iponan CDO | +63 9177723904 | labskix@gmail.com

OBJECTIVE

To be in a position that would utilize my knowledge and skills. Looking for a job to have a permanent residency in Calgary Alberta.

PROFESSIONAL SKILL

Planning Excellent Communication
Delegation Time Management
Leadership Stress Tolerance

TECHNICAL SKILL

Project management Accounting
Data analysis Written Communication
Document sharing

EDUCATION

Mindanao University of Science and Technology

2008- 2011

Bachelor of Elementary Education
Major in Special Education

Bukidnon State University

2005-2008

Bachelor of Science in Secondary Education
Major in Biological Science

WORK EXPERIENCE

Operation Supervisor | T-Mobile

May 2018 - Present

Teleperformance Philippines. Centrio Mall, 5/F

Capt. Vicente Roa St, Cagayan de Oro, 9000

Misamis Oriental

- Assist in the formulation of targets for individuals and teams
- Answer questions from staff and provide guidance and feedback
- Devise ways to optimize procedures and keep staff motivated
- Ensure adherence to policies for attendance, established procedures etc.

Technical Support Representative TII

October 2014 - April 2018

Time Warner Cable/Brighthouse Networks

[24]7 Customer Philippine, INC

E-block 3, IT Park Lahug Cebu City 6000

October 2014 to April 2018

- Maintain detailed records of interactions with customers, installation activities, reported issues, and completed solutions along with any further actions required of management or repair personnel.
- Applies knowledge of computer software, hardware, and procedures to solve problems.
- Participate in the development of client training programs to proffer recommendations on instructional language.

Technical Support Representative

February 2013 - September 2014

Charter Communications

Teletech Customer Phil Inc

AS Fortuna Oakridge Cebu City 6000

- Interact with customers to provide and process information in response to inquiries, concerns, and requests about their cable service.
- Troubleshooting with the customer on their issues with the cable network over the phone.
- Redirect problems to appropriate resource like sending a technician to their address if issue can't be resolved over the phone.