



ABBY JEAN LEONOR

CONTACT

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SKILLS

- Team Management and Supervision Relationship Building
- Time Management
- Multitasking and Organization
- Customer Service
- Work Coordination
- Processing Monitoring
- Flexible and Adaptable

PERSONAL DETAILS

Date of birth: Jan 9, 1995
Gender: Female
Civil status: Single
Citizenship: Filipino
Height : 5'1
Weight : 97 KG
Languages : English , Tagalog

EDUCATION

Secondary Roosevelt College Cubao

Quezon City, Metro Manila, Philippines
March 2010

Primary

Pinaglaban Elementary School
San Juan City, Metro Manila, Philippines
March 2006

CAREER SUMMARY

Committed job seeker with a history of meeting company needs with consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand. Highly – motivated employee with desire to take on new challenges. Strong worth ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly. Mastering new skills

WORK EXPERIENCE

Operations Supervisor Aug. 2019 – Present Continumm Global Solutions

- Trained, mentored and motivated employees to maximize team productivity.
- Engaged employees to create safe, energetic work environment through feedback and recognition.
- Built strong operational teams to meet process and production demands.
- Developed work plans and schedules for employees to facilitate adequate staffing for service requirements.
- Identified areas for improvement and implemented new processes to enhance overall company quality and performance.
- Guided employees in handling difficult or complex problems.

Customer Service Associate Dec.2015 – Sept. 2017 BNH Precision

- Operated multi-line phone system and online messaging system to communicate with customers.
- Performed needs analysis and presented options based on findings to help customers make decisions.
- Organized client contracts, records, and reports to strengthen traceability.

Customer Service Associate March 2013 – Dec. 2015 Direct Info Share

- Supported customer service goals and enhanced relations through friendly, knowledgeable and positive communication.
- Addressed inquiries, resolved customer issues and managed customer relations.
- Followed policies and procedures to meet or exceed established performance requirements.