

## Eldie Bernarte

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ADDRESS: Purok 1, Brgy. Catimon,  
Guimba, Nueva Ecija

## Summary

Seasoned Team Leader offering over 7 years in progressive and accomplished supervisory roles. Focused and skilled at employee oversight, mentoring and driving continuous improvements.

## Skills

- Call center experience
- Issue resolution
- Process improvement
- Case Management: Salesforce, Casa and Outcome
- Team supervision
- Client support
- Technical support

## Experience

### **Team Leader** – Telus International Philippines /Dec 2016-Present

- Assesses, motivates and empower team members to perform individually and as a team in a manner that builds customer satisfaction and loyalty, leading to retention and growth.
- Provides leadership and direction for team members, supervising activities to drive productivity and efficiency.
- Manages the queue and provide real time technical support to challenged team member and situations
- Managing payroll
- Drives self-discovery through coaching and management discussion to set direction and measure personal development of team members

### **Subject Matter Expert** – Telus International Philippines / May 2014-December 2016

- Identified key performance indicators in call handling and guided team members on refining procedures to improve outcomes, leading to meeting/exceeding targets
- Coordinated with team leaders to provide one-on-one support for team members and managers in supporting customers over the phone.
- Performed site evaluations, customer surveys and team audits.

**Technical Support Representative III - Telus International  
Philippines / March 2013 - May 2014**

- Provided technical assistance for internet, IPTV and Smart Home Security concerns on both hardware and software aspects
- Determined whether problems were due to network or setup on the customers' end, dispatch technician if necessary
- Documenting what transpired on troubleshooting accordingly and escalate as necessary

**Technical Support Representative II (Consult/Escalations -  
Sutherland Global Services / November 2009 – March 2013**

- Provided business network process information and confirmed transactions
- Provided support for services including hardware (VPN, bridge/router, printers and POS terminals) and software.
- Provided client support and technical issue resolution via E-Mail and over the phone.
- Provide assistance to clients in the use of system and applications as related to the product and services offered.
- Obtain general understanding of OS and application operations related to company offered services

**Education and Training**

- **IAspire Basecamp – Workforce Management**

Telus International Philippines

January 2020

- **Switch Gear Coaching Methodology**

Telus International Philippines

May 2017

- **Lean Six Sigma – Whitebelt**

Telus International Philippines

January 2017

- **IAspire Basecamp**

Telus International Philippines

January 2015

- **Bachelor of Science and Information Technology**

Nueva Ecija University of Science and Technology

April 2008