

# BENJIE KRISTOFER M. PADOJINOG

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## QUALIFICATION SUMMARY

Experienced as Operation's Supervisor. Hard working; detail oriented; methodical; adaptable  
Able to coordinate with and integrate efforts across multiple teams. Creative; able to generate specifications and requirements those others miss. Builder and leader and consistently achieve record -high ranking stats. Ability to train, motivate and manage teams. Experienced in customer service and support with recognized strengths in account maintenance, problem-solving and trouble-shooting, sales staff support and Tenzing. Possess solid computer skills, MS Office Applications, Hardware: managing, maintaining and troubleshooting.

## EXPERIENCE

Concentrix —**Queszon City. PH**

**Apple iTunes Advisor (Email Support)**

10/2012- 07/2022

- Answer customer inquiries and provide resolution to customers concern through email

**SCOPEWORKS — Makati. PH**

07/2008- 01/2012

**Team Leader March** 2009- January 2012

- Provide stats/ supervising and directing team members day to day functions
- Selecting, orienting and training new team members
- Monitoring team performances and motivate team to hit the target
- Monitoring and providing guidance and feedback on team members' performances
- Following all company policies and procedures and ensuring they are upheld.

**OIC/Coach**, Dec 2008 to Feb 2009

- Provide coaching to agents to improve their stats

**Escalation**, Oct 2008 to Nov 2008

- Convert message escalated by regular agents

**Conversion Agent**, July 2008 to Sep. 2008

- Convert voice messages to text



## Skills

*Office Management  
Records  
Management  
Database  
Administration  
Spreadsheets/Reports  
Event Management  
Calendar*

MS Office  
Application  
Word  
Excel  
PowerPoint  
*MS Outlook  
MS Access  
MS Project  
Ms Publisher  
Adobe Photoshop  
Adobe Flash  
Corel Paint  
Pinnacle*

Computer  
PC Software /  
Hardware Repair;  
Rebooting,  
Data Entry /  
Retrieval

## EDUCATION

AMA Fairview Branch

06/2002 to 05/2005

- **Bachelor in Computer Science**

## REFERENCES

Available upon request

