


GIAN CARLO V. DE LEON

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 297 C Dalisay St. Bacood Sta.
Mesa Manila

PROFILE

Enthusiastic Client Service professional with years of client interface experience. Well-versed in several products, services and customer trends. Skilled in both individual and team roles, and in accurately documenting call details, preparing reports and arranging services. Well-versed in providing helpful answers and relevant information to retain clients.

SKILLS

- Excellent Communication
- Problem Resolution
- Customer Service
- Multitasking
- People skills
- Well-versed in using computer support system and databases
- Highly organized, articulate with great attention to details

EXPERIENCE

WELLS FARGO

Banker
April 2021 - Present

REALPAGE PHILIPPINES

Operations Specialist
February 2017 - December 2020

WNS

Senior Claims Consultant
July 2015 - December 2016

ACQUIRE ASIA

Customer Service Representative
June 2015 - July 2015

TASKUS

Customer Service Representative - Email Support
February 2015 - May 2015

24/7 CUSTOMER PHILS.

Customer Experience Consultant
September 2014 - January 2015

TELEPERFORMANCE

Customer Service Representative
April 2013 - August 2014

JB MUSIC AND SPORTS

Sales Specialist
January 2012 - December 2012

SERBIZ COOPERATIVE

Office Clerk
November 2011

EMPIRE EAST LANDHOLDINGS INC.

Credit and Collections Analyst
August 2010 - May 2011

BEANPERK COFFEE

Junior Barista
July 2009 - July 2010

RFM CORPORATION

A.R. Personnel
June 2008

SAN MIGUEL FOODS INC.

Data Encoder
June 2008 - March 2009

EDUCATION

ST. JOHN BOSCO

Computer Science
2006 - 2008

POLYTECHNIC UNIVERSITY OF THE PHILIPPINES

BS Business Administration
2004 - 2006

REFERENCE

Available upon request