



# GLEZELDA RONQUILLO

## TEAM LEADER

### CONTACT

☎ +63967-017-4628

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📍 245 Neptune Street Brgy Pembo, Taguig City, Philippines

### EDUCATION

2008-2009

UNIVERSITY OF PERPETUAL  
HELP SYSTEM DALTA

- Bachelor of Science in Hotel and Restaurant Management

2007-2008

UNIVERSITY OF IMMACULATE  
CONCEPTION

- Bachelor of Science in Hotel and Restaurant Management

### SKILLS

- MS Excel
- MS Word
- Telco
- Leadership
- Adaptability

### LANGUAGES

- English (Fluent)

### PROFILE

Proactive and goal-oriented professional with excellent time management and problem solving skills. Known for reliability and adaptability, with a swift capacity to learn and apply new skills. Committed to leveraging these qualities to drive team success and contribute to organizational growth.

### WORK EXPERIENCE

- **Telrcom Solutions** 2023 - PRESENT  
Team Lead
  - Setting performance expectations for the team, monitoring progress towards goals and providing constructive feedback as needed.
  - Developed team members' skills through targeted coaching sessions, resulting in improved individual performance.
  - Enhance team productivity by implementing efficient work process and regularly reviewing performance metrics.
- **Dripdesk Asia** 2021-2023  
Chat Support Representative
  - Enhanced customer satisfaction by providing timely and accurate responses to inquiries through chat support.
  - Exceeded established KPI's related to response time, and overall quality scores in chat support metrics.
- **Sutherland Global** 2021 (6 months)  
Healthcare Associate
  - Improved patient satisfaction by providing compassionate and attentive care.
  - Assisted in the development of comprehensive care plans tailoring interventions to individual patient.
  - Assisted with their inquiries regarding payments and bills.
- **IQORPH** 2020-2021  
Customer Service Relation
  - Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.
  - Responded to customer requests for services and bills.
- **TELUS International** 2015-2019  
Customer Service Relation/ Chat Support
  - Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.
  - Responded to customer requests for services and bills.
  - Responded to customer request for products and home services.
  - Enhanced customer satisfaction by promptly addressing concerns and providing accurate information.

### REFERENCE

Jerrold Richmond Gajardo

Team Leader

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