



LEO ALEXANDER AFRICA

Remote Support Specialist

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Brgy. Caballero, Famy, Laguna

EDUCATION

BS Information Technology
Laguna State Polytechnic University
2025

Senior High School
The Bridgewater School, Inc.
2018

HARD SKILLS

- Calendar & Email Management
- Data Entry & Database Management
- Document Handling & File Management
- Online Research
- Tool Proficiency

SOFT SKILLS

- Attention to Detail
- Problem Solving
- Proactive Communication
- Adaptability
- Tool Proficiency

About Me

Detail-oriented and tech-savvy professional with hands-on experience in customer service, technical support, and administrative tasks in remote settings. Skilled in managing multiple lines of business, resolving issues efficiently, and supporting daily operations with clarity and care. C1 English certified, with strong communication skills and proficiency in tools for email, file, and task management. Known for being dependable, adaptable, and committed to providing excellent virtual support.

WORK EXPERIENCE

June 2021 – September 2022

Concentrix – Work at Home

Multi-LOB Specialist

- Handle inbound and outbound calls with professionalism and efficiency
- Troubleshoot and resolve basic technical issues
- Respond to and follow up on pending emails in a timely manner

July 2018 – February 2019

Alorica – MJ Plaza

CSR – Adviser I

- Manage inbound and outbound calls with professionalism, accuracy, and efficiency
- Facilitate communication and resolve issues between customers and contractors

CERTIFICATIONS

EF SET English Certificate (C1 – Advanced)

Score: 68/100

Issued: June 04, 2025

<https://cert.efset.org/x5R6eq>