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<https://myprofile.ph/Lester>

200 Private Rd Hulo
Mandaluyong Metro
Manila Philippines 1550

Education

BSED – Major in English
Nort East Luzon Adventist College
2014 – 2018

Expertise

Customer Service & Technical Support

Real-Time Problem Solving

Cross-Functional Team Collaboration

Adaptability & Handling High-Pressure Environments

Multi-Channel Communication (Phone, Chat, Email)

Language

English

Filipino

Ilocano

LESTER BERNALES

Customer Support | Sales Support

Profile

I am highly motivated and goal-oriented, always seeking out challenges that push me to grow and improve. I continuously set new targets for myself, as I believe in striving for excellence rather than settling for the status quo. My drive to achieve more keeps me focused on finding opportunities to excel and make a meaningful impact.

Work Experience

2023

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2024

Telus International Philippines

TECHNICAL SUPPORT TIER III FOR GOOGLE WORKSPACE

I provide advanced troubleshooting and resolve complex Google Workspace issues, supporting escalated cases directly via phone, email, or chat. I leverage my expertise and communication skills to deliver solutions and ensure customer satisfaction.

2022

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2023

GC Services International, LLC

UNIT MANAGER ON A RETAIL ACCOUNT HANDLING 18-20 AGENTS

As a Unit Manager, I lead and manage a team to ensure operational efficiency, meet performance targets, provide exceptional customer service, and drive continuous improvement through effective leadership, performance management, and cross-functional collaboration.

2021

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2022

ACCENTURE

CUSTOMER SERVICE / SALES ON VERIZON ACCOUNT

As a Customer Service and Sales Representative, I engage with customers to provide support, address inquiries, resolve issues, and drive sales by effectively pitching products, handling objections, and closing deals to meet targets.

2019

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2021

TELEPERFORMANCE

CUSTOMER SUPPORT | TECHNICAL SUPPORT | SME

A Customer Service Representative (CSR) helps customers by handling inquiries, resolving issues, and providing product or service information through calls, chats, or emails. Key skills include communication, problem-solving, empathy, and technical proficiency. CSRs work in various settings, including call centers or remotely, and may also assist with order processing and upselling.

References

IRENE BOLILAN

TELEPERFORMANCE SUPERVISOR

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KAIZZER GONZALES

TELU SUPERVISOR

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