



LEONIDES

[VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Customer Service & Client Relations
- Technical Support & Troubleshooting
- Inbound Customer Support
- Sales & Client Relationship Management
- Cold Calling & Prospecting
- Upselling & Cross-Selling
- Product Presentation & Demonstration
- Project Management & Coordination
- Graphic Design
- Branding & Logo Design
- Digital & Social Media Design
- Photo Editing & Image Manipulation
- Social Media Management
- Event Planning & Production Coordination
- Client Reporting & Documentation

TOOLS

- Salesforce
- Adobe Photoshop
- Adobe Illustrator
- GIMP 3.2.4
- Canva
- Zoetropic
- Kapwing
- Filmora
- Microsoft Office
- KW Command

Customer-focused Customer Service Professional with 18+ years of experience across customer support, technical assistance, client relations, sales, and service operations in fast-paced environments. Proven track record of maintaining 92%+ CSAT, achieving approximately 70% first-contact resolution, maintaining one of the lowest ticket backlogs on the team, and effectively resolving billing, account, portal, and technical concerns while consistently meeting service-level expectations. Brings strong expertise in customer relationship management, technical troubleshooting, complaint resolution, Salesforce, client communication, account support, and cross-functional coordination, helping organizations improve customer satisfaction, resolve issues efficiently, and build lasting client relationships.

WORK EXPERIENCE

CUSTOMER CARE SPECIALIST/ASSOCIATE CUSTOMER SERVICE REPRESENTATIVE

Wells Fargo | October 2025 – March 2026 (6 Months)

- Assisted customers with credit cards, loans, balances, payments, and account activity through phone and digital channels, investigated billing disputes and unauthorized transactions, explained credit terms and repayment options, supported customers experiencing financial difficulties, and maintained accurate case documentation for compliance and follow-up.

CUSTOMER CARE SPECIALIST/CLIENT SUPPORT AND PORTAL ASSISTANCE SPECIALIST

Proactis Hubwoo.com | December 2022 – June 2025 (2 Years, 7 Months)

- Provided client and technical support for portal navigation, bidding procedures, account access, password resets, and login concerns, coordinated technical escalations for system issues, and maintained strong service performance with 92%+ CSAT, approximately 70% FCR, and one of the team's lowest ticket backlogs.

COMPLIANCE OFFICER – FREELANCE/ONBOARDING AND COMPLIANCE COORDINATOR

Total Assist UK | March 2022 – July 2022 (5 Months)

- Collected and verified onboarding documentation for medical personnel, maintained compliance records and tracking spreadsheets, monitored documentation requirements and potential compliance risks, communicated onboarding progress to management, and prepared daily and weekly reports while achieving 100% on-time onboarding for new cohorts.

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WORK EXPERIENCE

RELATIONSHIP MANAGER / SALES AND PROJECT MANAGEMENT SPECIALIST

Fervid International Products Inc. | November 2013 – July 2019 (5 Years, 9 Months)

- Managed client prospecting, product presentations, demonstrations, site assessments, proposals, sales follow-ups, and after-sales relationships while overseeing projects from initiation through delivery and installation, identifying upselling and cross-selling opportunities, and achieving an average quota attainment rate of 120%.

CUSTOMER SUPPORT / CLIENT SUPPORT AND SERVICE OPERATIONS SPECIALIST

Accenture, Teletech & IBM Daksh | March 2010 – June 2013 (Combined Customer Support Experience)

- Supported customers with product, service, billing, and technical concerns, provided step-by-step troubleshooting, performed upselling and cross-selling, resolved billing disputes, served as a subject matter expert, prepared performance reports, and recommended process improvements while maintaining 80%+ CSAT and a sub-10% ticket reopen and transfer rate.

BANCASSURANCE SALES OFFICER

Grepalife | August 2008 – March 2009 (8 Months)

- Sold insurance policies for Rizal Commercial Banking clients, assessed customers' lifestyles, income, investment potential, and financial goals, recommended appropriate life and investment insurance products, prepared policy quotations, and presented personalized financial plans.

PROPERTY CONSULTANT

Tribeca Private Residences | March 2008 – July 2008 (5 Months)

- Sold condominium units, assisted walk-in prospects, conducted model unit and property presentations, explained facilities and property details, supported off-site sales activities, and prepared financial computations for prospective buyers.

GRAPHIC DESIGNER

Art Cakes Inc. | June 2006 – March 2008 (1 Year, 10 Months)

- Created graphic designs for holidays and special events, including flyers, posters, brochures, banners, backdrops, and customized party materials.

