



LEOPOLDO ALCANTARA



About Me

Positive and upbeat Customer Service Specialist bringing 3 years of customer-facing experience in fast-paced settings. Highly adaptable to addressing diverse customer needs. Proven history of building trust with customers to promote satisfaction, resolve concerns and maintain long-term loyalty.



Education

Sta. Maria National High School

2008 - 2012

High School

Sta. Maria Elementary School

2001 - 2008

Primary



Contact



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Skills

Project Management



Problem Solving



Creativity



Customer needs analysis



Work Experience

Concentrix Philippines - Vestiaire Collective May 2020 - September 2022

Customer Service Representative

- Served as point of escalation for complex customer issues, capturing timely resolution to drive client retention.
- Developed empathetic client relationships and earned reputation for consistently exceeding sales goals.

Telus International Philippines - AIRBNB October 2022 - July 2023

Customer Service Representative

- Built rapport with customers through courteous and professional communications.
- Assisted in fulfilment of customer reservation, refund, payment, and rebooking.
- Maximised customer satisfaction by resolving service issues promptly.
- Monitored customer surveys and feedback to develop corrective actions for service-related issues.
- Performed well at quality assurance evaluations by continuously actioning performance feedback to drive personal improvement.