



# JOSEPH LAWRENCE PANLILIO

## SUMMARY

Dynamic operations supervisor with nearly three years of experience driving efficiency and excellence in customer service environments. Proven expertise in managing teams, enhancing operational processes, and delivering exceptional support within high-pressure settings. Adept at multitasking, leading collaborative efforts, and leveraging organizational skills to achieve optimal outcomes. Committed to continuous improvement and professional growth in the marketing and travel sectors.



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## EXPERIENCE

### Supervisor Operations in Booking.com, Teleperformance PH

May 2022 to current

- Supervised and managed a team of customer service agents, ensuring KPIs and SLAs were met.
- Monitored daily operations, optimizing workflows for efficiency and quality. Conducted performance reviews, coaching, and training to improve team skills.
- Handled escalated customer issues, ensuring timely and effective resolutions.
- Collaborated with cross-functional teams to align operational goals.
- Ensured compliance with company policies and industry regulations.
- Managed team schedules and resource allocation to maintain coverage and productivity.

### Data Analyst

- Analyzed performance metrics, providing insights to drive process improvements.
- Led process optimization initiatives to enhance operational efficiency.

### Appointment Setter, Teleperformance PH

May 2021 to May 2022

- Schedule appointments:** Coordinate and schedule meetings between customers and agents or other relevant parties.
- Confirm bookings:** Verify and confirm appointments with customers, ensuring all details are correct.
- Manage calendars:** Maintain and update scheduling calendars for team members to ensure availability.
- Send reminders:** Send automated or manual reminders to customers about upcoming appointments.
- Handle cancellations:** Process cancellations or rescheduling of appointments as needed.
- Communicate with clients:** Address customer inquiries related to appointment schedules, availability, and booking details.
- Record and update information:** Log appointment details in the system to maintain accurate records.
- Follow up with clients:** Reach out to customers after appointments to gather feedback or confirm additional needs.
- Assist with customer service:** Provide assistance with appointment-related issues, such as technical problems or special requests.
- Maintain customer satisfaction:** Ensure a smooth and pleasant booking process for clients, handling any issues promptly.

### Retail & Tech Support Specialist (Amazon), Concentrix PH

June 2020 to March 2021

- Provided exceptional customer service, resolving inquiries and issues via email, chat, and phone.
- Experience with Kindle for troubleshooting process.
- Assisted customers with order tracking, returns, refunds, and product issues.
- Maintained high customer satisfaction by ensuring timely and accurate resolutions.
- Managed product inquiries, helping customers with features, availability, and recommendations.
- Processed orders, cancellations, and exchanges in accordance with Amazon policies.
- Collaborated with cross-functional teams to address complex customer concerns.
- Monitored and responded to customer reviews, ensuring positive feedback.
- Stayed updated on Amazon's policies and product offerings to provide accurate support.

### Marketing Dept. at PAG-IBIG Fund, PH

- Administered Pag-IBIG Fund services, including member registration and loan processing.
- Provided guidance on housing loans, provident fund benefits, and member services.
- Ensured compliance with government policies and regulations related to Pag-IBIG Fund.
- Processed loan applications and resolved member inquiries efficiently.
- Facilitated member education on benefits, eligibility, and contribution guidelines.



## SKILL HIGHLIGHTS

- Customer Support
- Order & Booking Management
- Conflict Resolution
- Technical Support
- MS Office Expert
- Multitasking & Time Management
- Communication Skills
- Customer Feedback Management
- Problem-Solving
- Cross-Functional Collaboration
- Adaptability



## LANGUAGES

- English – C1
- Filipino – C1



## EDUCATION

Bachelor of Science in Business Administration  
major in Marketing  
System Plus College Foundation  
A.Y 2016-2020