

Henry Leonard Tulio

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SUMMARY

Experienced BPO professional with over 15 years of industry track record. Adept at managing teams, optimizing performance, and consistently delivering exceptional customer service.

SKILLS

- Leadership
- Team Management
- Coaching and mentoring
- Performance Optimization
- Client Relationship Management
- Technical troubleshooting
- Customer service
- Communication

WORK EXPERIENCE



Magic Inc. | Remote

Team Lead | 12/2021 - 01/2025

- Managed a remote team: Led a team of virtual executive assistants to deliver high-quality work and exceed client expectations.
- Built strong client relationships: Proactively understood client needs and communicated effectively to maintain positive relationships.
- Coached and supported team: Provided ongoing coaching, support, and training to create a positive and high-performing team environment.
- Improved team performance: Monitored team performance, identified areas for improvement, and implemented solutions to address them.



Sutherland | Clark, Pampanga

Associate Account Manager | 11/2016 - 11/2021

- Managed customer service team: Oversaw daily operations to maximize service quality and customer satisfaction.
- Improved team performance: Addressed performance issues, attendance problems, and behavioral concerns to create a more accountable and productive team environment.
- Coached and developed employees: Provided individual coaching and performance reviews to help team members improve their skills and advance their careers.
- Reported to senior management: Provided regular reports on team performance, challenges, and development opportunities.

Subject Matter Expert | 05/2008 - 11/2016

- Resolved complex customer issues: Mentored junior team members and served as their key resource person.
- Trained new employees: Developed and delivered training on products and services for new hires.
- Drove productivity improvements: Established best practices for knowledge sharing and worked with management to implement initiatives fostering a culture of continuous learning and improvement.

Technical Support Representative | 10/2007 - 10/2008

- Troubleshooting technical issues: Provided step-by-step technical support for Microsoft products to customers. Diagnosed and resolved hardware, software, and network issues.
- Customer Service: Maintained high-quality service and improved customer satisfaction by providing timely and accurate technical support.
- Complex Issue Resolution: Collaborated with Microsoft engineers to resolve complex issues, escalating when necessary.
- Upselling: Identified opportunities to upsell products/services to increase sales.

EDUCATION

Columban College - Olongapo
BS Architecture (Undergraduate)