



Christian Gonzales

About Me

I'm applying for the Team Leader position because my experience as a detail-oriented project assistant, combined with my customer service background, makes me well-suited for this role. I excel in coordinating tasks, ensuring clear communication, and delivering excellent service to drive successful project outcomes.

Education

- Information Technology
- AMA Computer College
- Duration (SY 2007 to 2009)

Professional Skills

- Project Coordination
- Task Management
- Leadership

Language

- English 4/5
- Filipino 5/5

Citizenship

- Filipino

Character Reference

- Melanie Delapa
- 09958128528
- einalem_lhan@yahoo.com
- Friend

WORK EXPERIENCE

- **Project Assistant 2023 - 2025**
- **AAMP Tourism Marketing Agency - Las Vegas, Nevada**
- Assisted senior project managers in planning, executing, and closing projects on time and within budget.
- Coordinated project activities, ensuring timely task completion and alignment with project goals.
- Monitored project progress, identified potential issues, and provided support for timely resolution.
- Organized and facilitated project meetings, including planning sessions and progress check-ins
- **Technical Support/Sales 2020 - 2022**
- **Asurion PH**
- Processed sales transactions and ensured accurate order entry.
- Followed up post-purchase to ensure satisfaction and resolve issues.
- Collaborated with customer service and technical teams to resolve client issues.
- **Team Leader (BPO) 2015 - 2020**
- **IQOR/Teletech**
- Led and managed a team to ensure high-quality customer service and performance.
- Monitored team performance, providing feedback and coaching to improve results.
- Ensured adherence to service level agreements (SLAs) and company policies.

TOOLS AND PROFICIENCY

- Microsoft Project/Google Workspace ★★★★★
- Teamwork ★★★★★
- Desk ★★★★★
- Asana ★★★★★
- Trello ★★★★★
- Sharepoint ★★★★★
- Slack ★★★★★

LINKS

- [Invesment Calculator](#)
- [Client Report Sheet](#)
- [Shuttle Schedules](#)