



Kinno C. Garcia

Team Leader

Contact

Address

Capas, Tarlac, Philippines 2315

Phone

09097047970

E-mail

Kinnogarcia@gmail.com

Skills

Client Service



Advanced

Key performance indicators



Advanced

Employee Evaluation



Advanced

Teamwork and Collaboration



Advanced

Sales expertise



Advanced

An organized person that builds positive rapport, inspire trust and guide people towards achievement of organizational goals. Experienced with Sales, Customer service, Technical support and Leadership.

Work History

2023 - 2025

Team Leader

Teletech, Lemonade Insurance company

- Evaluated staff performance and provided coaching to address inefficiencies.
- Provided reporting for forecast analysis and ad-hoc reporting in support of decision-making.
- Helped meet changing demands by recommending improvements to business systems or procedures.
- Mentored and guided employees to foster proper completion of assigned duties.
- Monitored team performance and provided constructive feedback to increase productivity and maintain quality standards

2021 - 2022

Team Leader

Teletech, T-Mobile

- Generated reports detailing findings and recommendations.
- Conducted regular reviews of operations and identified areas for improvement.
- Helped meet changing demands by recommending improvements to business systems or procedures.

2018 - 2021

Team Leader

Teletech, Intuit

- Conducted training and mentored team members to promote productivity and commitment to friendly service.
- Monitored time and attendance, enforcing compliance with company procedures relating to absenteeism.
- Supervised team members to confirm compliance with set procedures and quality requirements.
- Promoted high standards through personal example to help each member understand expected behaviors and standards.

2015 - 2017

Chat Support/Sales Leader

Knowledgeable in tools such as MS Office, Quickview, Samson, Medalla, Salesfoce, Liveperson, Zendesk, Avaya, Talkdesk, Blender, Quickbooks, Siebel.

Advanced

Languages

English and Filipino

Advanced

Teletech, Intuit

- Acquired and maintained full knowledge of product technical and functional aspects to better serve customers' needs.
- Increased customer engagement to drive interest and boost sales opportunities

2014 - 2015

Case Manager

Convergys, Telstra

- Responded to customer requests for products, services, and company information.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Developed and implemented comprehensive case management plans to address client needs and goals.

2009 - 2014

CSR/TSR

Teletech, T-Mobile

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Responded to customer requests for products, services, and company information.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.

Education

2004-06 -
2008-12

Computer Science

Philippine Christian University, Taft, Manila

Character References

John Erick Suarez - Operations Manager -
Contact: 09954825735
Teletech