Leoval Maupoy

Contact No: *+639666914124*
Email Address: maupoy.leoval@yahoo.com

SUMMARY OF QUALIFICATION

- Quickly learn and master new technologies; successful working in both team and self-directed settings: and proficient in a range of computer systems, languages, tools and testing methodologies.

- Performing data entry tasks.

- Answering phone calls and responding to emails

- Consistently recognized for technical troubleshooting skills used to rapidly and cost-effectively resolve challenging technical issues.

- Proven customer support experience or experience as a Client Service Representative.

- Strong phone contact handling skills and active listening.

- Familiarity with CRM systems and practices.

- Customer orientation and ability to adapt/respond to different types of characters.

- Excellent communication and presentation skills.

- Ability to multi-task, prioritize, and manage time effectively.

EDUCATION

□ **2016 – 2017**

Polytechnic University of the Philippines (PUP)

Undergraduate

Master of Science in Information Technology (MSIT)

Don Fabian, Quezon City

□ **2011 - 2015**   **System Technology Institute (STI)**

Graduated

Bachelor of Science in Information Technology (BSIT)

Regalado Ave. North Fairview, Quezon City

TECHNOLOGY SUMMARY

□ **Programming:** PHP, Java, C#, HTML, CSS, JavaScript, Python

□ **Systems:**   Windows 10 & 11

□ **Databases:**   MySQL, Relational Database

□ **IDE Tools:**   MySQL SQLyog, phpMyAdmin, WampServer, Netbeans, Visual Studio Code

□ **Software:**   Notepad++, Adobe Photoshop CS5, Microsoft Office, Citrix, Fusion, MicroSIP,

MobileConnect, Microsoft Teams, VMware, Ring Central

IT EXPERIENCE

Young Generation Academy – Malaria Road, Tala, Caloocan City
IT Staff   **April 2015 – May 2016**
Duties:

- Responsible for hardware and software installation, maintenance and repair
- Recommending and implementing improvements and efficiencies
- Having excellent time management, confidentiality and communication skills
- Management of server software and associated backup routines
- Responsible for the maintenance of computer hardware and software
- Managing the internal and hosted network infrastructure including: firewalls and servers
- Responsible for sound and presentation system
- Responsible for printing documents; including school brochure, yearbook, and Student Information Sheet

- Reporting to the School Director

SPi Global – Carmelray Industrial Park II, Calamba, Laguna
Quality Control Inspector   **May 2018 – April 2019**

Duties:

- Responsible for making various quality control reports such as inspection reports and test file analysis report
- Inspect, modify and perform test to ensure that the files meet the quality standards.
- Responsible to ensure checked files are accurate and delivered on time
- Recommending and implementing improvements and efficiencies
- Having excellent time management, confidentiality and communication skills.

Infosys BPM Limited – BGC Corporate Center, 30th St, Taguig, Metro Manila
Customer Service Representative   **April 2019 – July 2021**
Duties:

- Manage large amounts of incoming phone calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers

Infosys BPM Limited – BGC Corporate Center, 30th St, Taguig, Metro Manila
Senior Process Executive   **July 2022 – November 2022**
Duties:

- Resolve assigned cases following documented case management life cycles processes

- Perform system/data security related to profiles, groups, sharing rules and permission sets
- Meet individual and team goals and service levels
- Move data changes through a standardized migration life cycle following industry best practices
- Perform analysis in the identification and resolution of integrated data
- Work with other teams in the resolution of issues that span multiple applications and/or platforms
- Complete multiple service cases a day and coordinate with Support lead for prioritization of tasks
- Document and maintain procedures
- Perform daily, weekly and monthly data maintenance processes

Sleep Technologies – 8440 SE Sunnybrook Blvd #208, Clackamas, OR 97015, Estados Unidos
Intake Coordinator (Freelancer)   February 2023 – December 2023
Duties:

- Performed daily task for Inbound and Outbound faxes.
- Inbound faxes. Processing order for CPAP, BiPAP, Nebulizer and Oxygen Equipment.
- Uploading documents to Brightree system.
- Creating intake for the initial process of a new order.
- Creating Sales Order for CPAP, BiPAP, Nebulizer and Oxygen Supplies.
- Creating Sales Order for Overnight Oximetry, Travel CPAP, Mask Fitting and Machine Check.
- Answering inquiry from the Patient or Clinic.
- Inbound and Outbound calls.
- Send email or make a follow up call to the Clinic for the missing documents for Sleep Study, Chart Notes and Prescription.
- Outbound faxes. Resending unsuccessful faxes.
- Meeting with the Team Manager and Operation Manager every two weeks.
- Sending Productivity Report to Team Manager by the end of the day.