

# Leoval Maupoy

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## 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

☐ 2011 – 2015

**System Technology Institute (STI)**

Graduate

Bachelor of Science in Information Technology (BSIT)

Regalado Ave. North Fairview, Quezon City

## TECHNOLOGY SUMMARY

☐ **Programming:** VSCode, HTML, CSS, JavaScript, MERN, NextJS, jQuery, TailwindCSS, MaterialCSS

☐ **Systems:** Windows 10 & 11

☐ **Software:** Adobe Photoshop & Illustrator, Microsoft Office, Salesforce, Skype, Zoom, MicroSIP, Mobile Connect, Microsoft Teams, Ring Central, Brightree

## CERTIFICATE & PROJECTS

- ☐ CS100 Customer Service Initiation
- ☐ My Portfolio - <https://maupoy-leoval.netlify.app/>
- ☐ HIPAA
- ☐ Pest Management System - <https://ezzy-ph.netlify.app/>
- ☐ CS100 Customer Service Initiation

## WORK EXPERIENCE

**Young Generation Academy – Malaria Road, Tala, Caloocan City**

**IT Support**

**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:**

- Develop and demonstrate advanced active listening and empathy skills to better understand and respond to customer needs and emotions.
- Practice clear, concise, and persuasive communication to effectively convey information and resolve issues.
- Enhance ability to troubleshoot and resolve issues promptly using a systematic approach.
- Strengthen techniques in cross-selling and upselling to enhance revenue generation while addressing customer needs.
- Implement strategies to build and maintain long-term relationships with customers, increasing loyalty and retention.
- Gain proficiency in CRM software and other digital tools to manage customer interactions more efficiently.
- Stay updated with new technologies and platforms that improve customer service delivery.
- Set and achieve higher personal and team sales targets and service metrics.
- Use data-driven approaches to track and improve performance indicators such as call handling times, customer satisfaction rates, and resolution times.
- Engage in continuous learning and training to stay informed about best practices in customer service.
- Ensure adherence to all company policies, communication procedures, and quality standards.
- Regularly review and update documentation practices to maintain accuracy and compliance.
- Foster a collaborative team environment to ensure high-quality customer service.
- Mentor junior team members and share best practices in customer handling and problem resolution.
- Take initiative to reach out to customers proactively to ensure their needs are met and to prevent potential issues.
- Customize interactions to create more personalized customer experiences.

**Infosys BPM Limited – BGC Corporate Center, 30th St, Taguig, Metro Manila**

**Senior Process Executive**

**July 2021 – 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 practice
- 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, USA**

**Intake Coordinator (Freelance)**

**February 2023 – December 2023**

**Duties:**

- Managed daily operations for both inbound and outbound faxes, ensuring efficient processing and dispatch.
- Processed and coordinated orders for CPAP, BiPAP, Nebulizer, and Oxygen Equipment, enhancing patient access to necessary medical supplies.
- Maintained and updated patient records in the Brightree system, improving data accuracy and patient service continuity.
- Initiated patient intake processes, setting the foundation for seamless order handling and service delivery.
- Generated detailed sales orders for essential respiratory care supplies, including CPAP, BiPAP, Nebulizer, and Oxygen Supplies, as well as for specialized services like Overnight Oximetry, Travel CPAP, Mask Fitting, and Machine Checks.
- Conducted regular follow-ups with patients to ensure service satisfaction and address any concerns, contributing to improved patient engagement and care outcomes.
- Coordinated with healthcare clinics via email and follow-up calls to resolve missing documentation issues, such as Sleep Study reports, Chart Notes, and Prescriptions, thereby expediting patient care processes.
- Resent unsuccessful faxes, ensuring critical information reached its intended recipients promptly.
- Participated in bi-weekly meetings with the Team Manager and Operations Manager to review performance metrics and strategize on service improvement plans.
- Prepared and submitted daily End of Day (EOD) reports to the Team Manager, facilitating effective team management and operational oversight.