

## Contact

[www.linkedin.com/in/edward-jon-de-leon-16b030270](https://www.linkedin.com/in/edward-jon-de-leon-16b030270) (LinkedIn)

## Top Skills

Sales

Maintenance & Repair

Dispatching

# Edward Jon De Leon

Enterprise Grade Support for Google Cloud Platform  
Taguig, National Capital Region, Philippines

## Summary

I have 10 years of BPO experience and counting. Have a good experience for Technical support, customer service and subject-matter expert roles for multiple companies.

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## Experience

### TELUS International Philippines

6 years 6 months

#### Enterprise Grade Support for Google Cloud

June 2020 - Present (4 years 7 months)

#### Frontline Google Cloud SME

July 2018 - April 2024 (5 years 10 months)

Taguig, National Capital Region, Philippines

- Take/handle soft/hard/executive escalations including consultations for different concerns/inquiries.
- Take manager calls, escalations, and handle priority cases.
- Assist customers/partners/clients regarding all billing inquiries.
- Address all billing inquiries worldwide via Email, Chat, Phone channels.
- Helped customers/clients/partners regarding different billing inquiries/issues by using numerous Google Cloud Platform tools/Google Workspace and Google services tied in to Google Cloud Platform.
- Collaboration and coordination with engineering teams to fix unusual issues or bugs.

### SYKES Philippines

#### Technical Support Specialist

August 2017 - November 2017 (4 months)

Taguig, National Capital Region, Philippines

- Assist customers/clients regarding all Chromecast billing or technical inquiries.
- Address all billing and technical inquiries worldwide via Chat, Phone channels for Google Chromecast.

- Helped customers/clients regarding different billing/technical issues on their different Google Chromecast devices (including third party apps).
- Collaboration and coordination with different Google teams to fix unusual issues or bugs or non-Chromecast related concerns.

## Harte Hanks

### Technical Support Specialist

September 2014 - December 2016 (2 years 4 months)

Taguig, National Capital Region, Philippines

- Provide technical assistance to the customer/clients regarding numerous Samsung Electronic products (ex. Smart TV, Speakers. Wireless Devices, Smart Tablet, Desktop Computers).
- Assist remotely to provide technical assistance and set up to their Smart TV's (RM Support).
- Address all billing and technical inquiries worldwide via Phone and Email channels for Samsung Electronics.
- Helped customers/clients regarding different product/technical issues on their different Samsung Electronics Devices (including escalation, repair, replacement and warranty).
- Collaboration and coordination with different Samsung Electronic suppliers, authorize retailers and authorize repair centers.
- Hybrid support that covers Samsung Electronics products/services (shifting schedules).

## PLDT

### Intern

June 2013 - October 2013 (5 months)

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## Education

### ACLC College

Bachelor of Science in Information Technology (BSIT)