

# LANDER GABRIEL LIBUNAO

CUSTOMER SUPPORT  
SPECIALIST

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📍 Angeles City, 2009, Philippines

## ABOUT ME

My professional journey through UPS Freight and Cloudstaff has sharpened my customer service acumen to a fine edge. I have demonstrated proficiency in LTL shipping, encompassing tracking, quoting, and billing, while skillfully resolving intricate issues with efficiency. My tenure at Cloudstaff allowed me to perfect my email communication skills within a B2B 3PL environment, where I also took the initiative to train new hires and significantly enhance team efficiency. I bring an adaptable and resourceful mindset to the table, coupled with a robust capacity for problem-solving. I am keenly seeking a challenging role where I can deploy these competencies to drive success.

## EDUCATION

### BACHELOR OF SCIENCE (ELECTRICAL ENGINEERING)

*Don Honorio Ventura  
Technological State  
University | 2020*

## SKILLS

LTL Shipping (Tracking,  
Quoting, Billing)

Logistics and 3PL Operations

Customer Service Skills

Training and Mentoring

Email Communication

Data Entry

## WORK EXPERIENCE

### CUSTOMER SUPPORT SPECIALIST | *Invenco Pty Ltd c/o Cloudstaff* | Dec 2023 - Jun 2025

- Expertly managed customer support for Invenco Pty Ltd, a leading B2B 3PL company in Australia.
- Efficiently handled email correspondence, resolving shipping and tracking issues for business clients.
- Spearheaded the training of new employees, ensuring adherence to company's customer inquiry protocols.
- Demonstrated exceptional written communication skills, ensuring clarity and professionalism in all interactions.
- Mastered Invenco's internal systems to track shipments, enhancing operational efficiency.
- Employed strong problem-solving abilities to address and resolve customer service challenges.
- Mentored new team members, fostering a collaborative and knowledgeable work environment.
- Achieved data entry excellence, prioritizing accuracy and speed in updating records.
- Applied in-depth knowledge of 3PL operations and logistics to enhance service delivery.
- Accomplished a 10% reduction in response time to customer inquiries, boosting client satisfaction.
- Successfully onboarded 3 new hires, directly improving customer service ratings.
- Maintained consistent accuracy in data entry, contributing to the reliability of company databases.

# LANGUAGES

English

Filipino

- Played a pivotal role in elevating customer satisfaction levels among the B2B client base.

## CUSTOMER SERVICE REPRESENTATIVE | UPS | Sep 2020 - Sep 2023

- Managed customer interactions via calls and emails, ensuring efficient assistance with LTL shipment tracking and shipping.
- Delivered precise rate quotes and addressed billing inquiries and discrepancies with a keen eye for detail.
- Demonstrated excellent verbal and written communication abilities, ensuring clear and professional customer interactions.
- Proficient in utilizing UPS Freight systems for seamless tracking and accurate quoting.
- Employed strong problem-solving and conflict resolution skills to navigate and resolve customer issues effectively.
- Skilled in multitasking and prioritizing tasks to maintain high productivity and service levels.
- Achieved a 15% reduction in customer wait times by implementing process enhancements.
- Successfully resolved 95% of customer inquiries on the first contact, showcasing a high rate of efficiency.
- Maintained a consistent record of providing high-quality customer service, exceeding customer satisfaction goals.
- Expertly handled customer issues and inquiries, fostering trust and loyalty through effective resolution strategies.