

LARRY C. LACONSAY

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PROFESSIONAL SUMMARY

Driven and hardworking professional with 7 years of experience in the BPO industry skilled in customer service, transaction processing, quality and data analysis, and web development. Seeking an opportunity in a reputable organization to learn new skills, expand my knowledge, and leverage my skills/experiences for mutual growth and success.

SKILLS

Expert: Attention to detail

Advanced: Customer service, Communication, Teamwork

Intermediate: Web Development (HTML, CSS, JavaScript), SQL, Time Management, Leadership, Flexibility

Tools: Microsoft Office (Excel, Word, PowerPoint, Outlook, Teams), Gmail, Git, MySQL

EXPERIENCE

Associate Software Engineer, CTO Global Services Inc.

April 2022 - July 2022

Mandaluyong City, Metro Manila (Remote)

- Assisted the team in developing web application features focused in front-end using HTML, CSS and ReactJS per client requirements and presented outputs to stakeholders

Senior Quality Evaluator, Concentrix

August 2019 - October 2021

Makati City, Metro Manila

- Conducted transaction monitoring or call audits based on monitoring guidelines
- Performed analysis of data collected from performance evaluations to identify trends as well as generate insights; created reports and weekly business review decks and presented to stakeholders for performance optimization
- Attended/facilitated calibration sessions along with team members and operations team in order to align with quality guidelines and to identify potential need of process improvements
- Spearheaded a team of reviewers that aimed to identify opportunities of operations team, generated reports and presented findings to stakeholders

Customer Care Advisor, Concentrix

September 2016 - July 2019

Quezon City, Metro Manila

- Processed, monitored and expedited client orders to ensure timely delivery or orders
- Responded to call and email inquiries from various partners (car dealers, product suppliers and logistics specialists)
- Initiated updates to different partners thru phone or email as part of order fulfillment process

Customer Service Representative, Teletech

November 2014 - July 2016

Quezon City, Metro Manila

- Assisted customers calling in with services, billing and account questions
- Retained customers who are at high risk in cancelling by checking services or promotional offers tailor fit to their needs
- Upsold services to new and existing customers

EDUCATION

Bachelor's Degree in Information Technology

June 2010 - March 2014

DMMSU-MLUC - San Fernando, La Union

- CGPA/GWA: 1.63/1.0
- On-The-Job Training: Sutherland Tarlac (CSR) – (Nov 2013 – Feb 2014)

Certificate in Full Stack Web Development

January 2022 - March 2022

Zuitt Coding Bootcamp Philippines - Quezon City, Metro Manila

- Completed the 8 Weeks Training for Full Stack Web Development

ASSESSMENTS

- Spreadsheets with Microsoft Excel — Expert** October 2022
Knowledge of various Microsoft Excel features, functions, and formulas
Full results: [Expert](#)
- Working with MS Word documents — Expert** October 2022
Knowledge of various Microsoft Word features, functions, and techniques
Full results: [Expert](#)
- Customer focus & orientation — Expert** June 2022
Responding to customer situations with sensitivity
Full results: [Expert](#)
- Call center customer service (US) — Highly Proficient** June 2022
Demonstrating customer service skills in a call center setting
Full results: [Highly Proficient](#)
- Basic computer skills — Highly Proficient** November 2022
Performing basic computer operations and troubleshooting common problems
Full results: [Highly Proficient](#)

OTHER

- Languages:** Filipino, English
- DiSC Profile:** Formalist
- Remote work (work-from-home) ready:** Yes