



ROLAND DE LEON

WORK EXPERIENCE

SALES REPRESENTATIVE (BUSINESS TO BUSINESS)

TSD Global | June 2023 - Present

Account: AT&T

- Processing sales for TELCO, Internet, Telephone service and Mobile devices
- Processing payment and orders.
- Track orders and shipments
- Process and explain billing concerns.
- Process changes on the account. Adding and removing services.

CUSTOMER EXPERIENCE ASSOCIATE II

Conduent | December 2021 - May 2023

Account: Delta

- Process flight/plane Reservation
- Make changes to the customer's ticket.
- Process Payments.
- Changing flight details/ Rebooking

INBOUND SALES REPRESENTATIVE (RETENTION)

AFNI | 2016

Account: SERIUS XM

- Inbound sales Rep. Serious XM. (satellite radio).
- Process new subscription and sales. Offer radio services.
- Making payments and payment arrangements.
- Activate services.
- Provide car information. Like VIN (vehicle identification number)
- Make changes on the account/subscription.

COLLECTION AGENT

EGS | 2014-2015

Account: Sprint

- Process payments and arrangements.
- Process delinquent account.
- Process refund, credits and adjustment.
- Billing concerns and process sales for Mobility/Wireless devices
- Make changes on the account.

PREVIOUS EDUCATION

Adamson University

AB Mass Communication

- Tertiary (2009 – 2011)

OBJECTIVE

I am seeking for a company wherein my experiences can be improved, share all the knowledge I gained throughout the years and also help the company grow and be the best, and also automate the working process in the best possible way

SKILLS

- Leadership
- Adaptability
- Communication Skills

AWARDS RECEIVED

Top Performer

Conduent | 2023
Consistent 100 QA scores

GET IN TOUCH WITH ME

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WORK REFERENCE

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