

Luzviminda A. Teñoso

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Professional Summary

Dynamic and versatile professional with extensive experience in customer service, administrative support, and sales. Brings a strong creative background as a Network Artist and Textile Designer, complemented by exceptional organizational and coordination skills developed through executive-level administrative roles. Demonstrates a strong ability to communicate effectively with diverse teams and clients, ensuring smooth collaboration and excellent service delivery. Committed to maintaining high-quality standards and contributing to organizational success in fast-paced environments.

Work Experience

Teleperformance Philippines - *Operations Customer Expert I*

Aug 19, 2025 to Nov 17, 2025 SM MOA, Pasay City

Account: Logistics-International Paperwork (U.S. Customs Clearance)

- Managed primarily outbound (90%) and inbound (10%) calls supporting U.S. Customs-held shipments
- Coordinated documentation between clients, consignees via outbound call, voicemail, and email, as well as with logistics teams worldwide
- Responded to shipment inquiries and ensured the timely resolution of clearance issues
- Maintained accurate shipment records and compliance documentation

Alorica Teleservices, Inc. - *Customer Experience Agent*

Oct 24, 2023 to Dec 15, 2023 | Muntinlupa City

Account: U.S. Healthcare (Inbound)

- Completed Language, Healthcare 101, and Product-Specific Training (PST)
- Handled live customer interactions during a two-week nesting period
- Delivered professional customer support in a healthcare environment

iQor (RMS Collect Phils., Inc.) - *Customer Service Agent*

Nov 29, 2018 to Jan 07, 2019 | Dasmariñas, Cavite

Account: AT&T DirecTV (U.S. Sales & Support)

- Provided inbound support for billing, account management, and troubleshooting
- Promoted and upsold services, including channel packages and mobile plans
- Delivered customer-focused solutions to enhance satisfaction and retention

Convergys Philippines Services, Inc. - *Customer Service Representative*

Feb 13, 2015 to May 08, 2015 | Muntinlupa City

Account: AT&T Mobility (U.S. Inbound Sales & Support)

- Assisted customers with billing inquiries, device troubleshooting, and account concerns
- Identified sales opportunities and recommended appropriate service upgrades

Convergys Philippines, Inc. - *Customer Service Representative*

Nov 2014 to Dec 2014 | Mandaluyong City

Account: SiriusXM Satellite Radio (U.S. Sales & Support)

- Handled inbound customer service, billing support, and subscription sales
- Assisted customers with device setup and troubleshooting

VMJ & AAA Builders Construction Corp. - *HR/Admin Assistant (Documentation)*

Jan 2012 to Dec 2012 | Muntinlupa City

- Provided administrative support to executive leadership and HR team
- Managed employee records (201 files) and confidential documents
- Conducted initial applicant interviews and coordinated hiring processes
- Prepared reports, memos, meeting agendas, and minutes
- Administered payroll distribution for site workers and staff

Al Roda Furniture LLC (Dubai, UAE) - *Executive Secretary*, Apr 2002 to Mar 2004

- Supported sales and administrative operations for an interior design firm
- Coordinated with international clients, suppliers, and showroom operations
- Managed documentation for import/export transactions

Sumagh Textile Company (Taiwan) - *Textile Designer* Aug 2000 to Jul 2001

- Designed original textile patterns and managed product development
- Collaborated with international clients on design specifications

Best Print Corporation - *Textile Designer*, Jan 1998 to Aug 2000 | Manila

- Created silkscreen designs for retail and wholesale markets
- Maintained organized archives of all design work

Bombo Radyo Holdings, Inc., Makati City

Executive Secretary (Jun 1996 to Dec 1997)

- Provided executive-level administrative support to the President/CEO
- Managed schedules, reports, correspondence, and events

Sales Secretary/Coordinator (Nov 1993 to May 1996)

- Supported sales operations, reporting, and client coordination

Network Artist (Oct 1990 to Nov 1993)

- Designed marketing materials and event visuals
- Supported publicity campaigns and corporate events

Technical Skills/Expertise

- Customer Service : Voice (Inbound & Outbound), Appointment Setting
- Technical Support : Basic troubleshooting for computers and mobile devices
- Visual Design : Canva, Freehand Drawing
- Productivity Tools : Microsoft Office Suite, Google Workspace
- Collaboration Tools : Zoom, Google Meet, MS Teams
- Project & CRM Tools : Working knowledge of Trello and CRM platforms
- Social Media Marketing : Content creation using Canva and PowerPoint

Education

- College of the Holy Spirit, Manila - Bachelor of Fine Arts-Interior Design - 1989
- La Consolacion School, Caloocan City High School (Old Curriculum) – 1985

Other Personal Data

- With government-mandated benefits (SSS, PhilHealth, HDMF Pag-IBIG Fund & TIN)
- NBI valid until July 03, 2026
- Language Spoken: English, Tagalog, German – 50% read, write, speak & understand
- Roman Catholic
- Widowed
- Born on September 05, 1969

References

Mr. Elvis J. Valdez – Sagility CSR Northgate Alabang, Muntinlupa City 09369219827

Mrs. Cherrilyn r. Torrida – All Home Merchandiser 09685929694

Mr. Joie Alfonso P. De Jesus – St. Dominic Coll. Of Asia Nursing student 0955306 2519

I hereby certify that the information written above is true and correct to the best of my knowledge and belief.

Luzviminda A. Teñoso