

Joan Fesway

Logistics Coordinator | Team Leader | Customer Service Professional

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Professional Summary

Experienced customer service and operations professional with more than 10 years of experience in logistics coordination, team leadership, customer support, sales, and technical assistance. Skilled in managing teams, handling escalations, coordinating deliveries, maintaining customer communication, and ensuring high levels of customer satisfaction. Proficient in Google Workspace, Microsoft Office, email and chat support, CRM systems, and data entry.

Core Skills

- Logistics Coordination
- Customer Service & Technical Support
- Team Leadership & Coaching
- Email and Chat Support
- Phone Communication
- Customer Escalation Handling
- Data Entry & Reporting
- CRM Systems
- Microsoft Office & Google Workspace
- Problem Solving
- Training & Team Development
- Time Management & Multitasking

Work Experience

Logistics Coordinator | XLR8

October 2025 – April 2026

- Monitored truck locations and shipment updates.
- Tracked load pickups and delivery completion.
- Sent status updates and ETA notifications to customers.
- Followed up with drivers and carriers to ensure timely deliveries.
- Managed reports and communications using Outlook and Google Workspace.

Customer Sales Representative | AVAS Flowers (Upwork) Part Time

August 2023 – October 2023

- Handled inbound customer calls, chats, and email inquiries.
- Assisted customers with flower orders and delivery requests.
- Recommended and upsold add-ons such as balloons, chocolates, and greeting cards.
- Coordinated with florists regarding order fulfillment and delivery schedules.
- Resolved complaints, refunds, cancellations, and customer concerns professionally.

Team Leader / Coach / Subject Matter Expert / Customer Service Representative | Concentrix

March 2018 – April 2026

- Led and coached customer service teams to achieve performance goals.
- Conducted coaching sessions, team meetings, and quality audits.
- Managed escalations through phone, email, and chat support.
- Assisted with reports, calibration sessions, and team performance management.
- Provided customer support for billing, technical, and order-related concerns.
- Promoted products and services while maintaining customer satisfaction.
- Supported new hires and team transitions through coaching and guidance.

Customer Sales Representative | Pacificall

2017 – 2018

- Handled customer sales and order-taking responsibilities.
- Maintained professional communication with customers.

Customer Service Representative / Technical Support | Sitel

May 2014 – July 2017

- Provided troubleshooting assistance for appliances and technical issues.
- Delivered product and service information to customers.
- Prepared end-of-day reports and maintained accurate documentation.
- Achieved and exceeded performance metrics and KPIs.

Outbound Customer Representative / Data Entry | Synerg

July 2012 – May 2014

- Conducted outbound customer calls and follow-ups.
- Updated customer information and maintained database accuracy.
- Scheduled appointments and callbacks.
- Prepared reports and maintained confidentiality of customer data.

Education

University of the Cordilleras

Bachelor of Science in Hotel and Restaurant Management (Associate Degree) 2007 – 2009

Pines City National High School – Quezon Hill Annex

2003 – 2007

Additional Information

- Experienced in handling customer escalations and team management.
- Strong communication and organizational skills.
- Adaptable to fast-paced environments and shifting priorities.
- Committed to continuous learning and professional development.