

Juan Carlo Savares

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Summary

Committed to providing excellent service and great client experience. Good at troubleshooting problems and building successful solutions. Excellent verbal and written communicator with strong background cultivating positive relationships and exceeding goals.

Skills

- | | | | |
|----------------------|-------------------|-------------------------|---------------------|
| •Communication | •Problem-solving | •Critical thinking | •Time management |
| •Lesson planning | •Leadership | •Scheduling | •Organization |
| •Customer Service | •Technical issues | •Training & Development | •Event coordination |
| •Process Improvement | •Teamwork | •Remote Support | •Analytical Skills |

Experience

Customer Service Team Leader at AARD Al Mustaqabal UAE

April 2023 - Present

- Develops and delivers the service levels required to provide the customer with the best experience possible, acting as the bridge between the support team and the wider business.
- Tasked with overseeing the day-to-day operations of the customer service team, ensuring that each customer interaction is managed with care and efficiency.
- Conducted regular meetings with the team to discuss areas of improvement, address concerns, and provide updates on company initiatives.
- Provided coaching and guidance to team members struggling with their job duties or people skills.
- Analyzed customer feedback data to identify trends and opportunities for improvement within team.
- Reviewed call logs, emails, chat transcripts, or other forms of communication between team members and customers for quality assurance purposes.

Technical Systems Support Analyst at Hexaware Technologies Ltd. Phil

January 2022 - Present

Technical Systems Support Analyst at IQVIA Solutions Phil.

January 2021 - January 2022

- Provide support, advice, guidance, and solutions within organizations and to end users.
- Analyze, test, troubleshoot, and evaluate existing network systems, such as local area networks (LAN), wide area networks (WAN), cloud networks, servers, and other data communications networks.
- Perform network maintenance to ensure networks operate correctly with minimal interruption.
- Resolved complex technical issues related to software, hardware, and network systems.
- Developed and maintained documentation for application support procedures and processes.
- Installed configured, and updated hardware components as needed to maintain system functionality.
- Coordinated regularly scheduled maintenance tasks such as backups, patching, and updates.
- Set up equipment for employee use, ensuring proper installation of cables, operating systems, and appropriate software.

Admin Officer at ZMG Ward Howell Inc. Phil.

June 2017 - July 2020

- Performs administrative and clerical tasks to support business daily operations and sustain productive output.
- Overseen various jobs with little supervision and adhered to stringent deadlines.
- Conducted research on topics as requested by management.
- Supported the human resources department by updating employee files as needed.
- Managed daily office operations and maintained organized workspace.
- Assisted with event planning, including booking venues, arranging catering, and coordinating logistics.
- Coordinated office equipment repairs beyond basic upkeep requirements.

Customer Service Team Leader at SYKES ASIA INC. Phil.

March 2013 - April 2017

- Managed customer expectations by communicating accurate time limits and checking on progress.
- Implemented new strategies to increase customer satisfaction and improve overall team performance.
- Managed team of customer service representatives to ensure efficient and effective support for customers.
- Trained team members in correct procedures and successful customer service strategies.
- Coordinated requests to prioritize service or product deliveries.

Customer Service Team Leader at ENOC UAE

January 2012 - January 2013

- Investigated and resolved invoice and payment issues for customers.
- Prepared regular reports highlighting key metrics that demonstrate the success of our customer service initiatives.
- Ensured compliance with all company policies and guidelines related to customer service.
- Trained new team members on company policies, procedures, and best practices in customer service.
- Informed customers of promotions and exclusive offers to increase sales.
- Implemented new strategies to increase customer satisfaction and improve overall team performance.
- Supported on-time delivery by accurately entering orders and special conditions.

Admin Officer at Binladin Concrete Solution Company KSA

June 2009 - October 2012

- Assisted in preparation of monthly financial reports for executive review.
- Processed invoices and expense reports according to company policies.
- Managed daily office operations and maintained organized workspace.
- Maintained inventory of office supplies and placed orders.
- Entered data accurately into spreadsheets and databases for record-keeping purposes.
- Received and distributed bills, orders, and payments for purchased items.

Admin Officer at Red Sea Housing Construction Company UAE

March 2007 - April 2009

- Printed business documents for meetings and presentations.
- Prepared and issued work schedules and assignments to staff.
- Organized and balanced schedules with meetings, appointments, and travel.
- Communicated organizational policies and procedures with new hires during onboarding.
- Streamlined office processes, supervising, and directing junior staff activities.
- Maintained team productivity with well-stocked and organized office supplies.
- Facilitated communication, handling phone and email correspondence.

Education**2008 Bachelor of Science in Entrepreneurial Management**

Polytechnic University of the Philippines | Manila, Philippines

2003 Computer Science Information Technology

Cavite State University | Cavite City, Philippines