



MARK ANTHONY LAGURA

TEAM LEADER | QUALITY ASSURANCE SPECIALIST |
CUSTOMER SERVICE AMBASSADOR | VIRTUAL ASSISTANT
| TECHNICAL SUPPORT SPECIALIST | MEDICAL VA

WORK BACKGROUND

Logistics Customer Service Coordinator

November 2023 -

- Manage the process and documentation of purchasing inventory
- Liaise with suppliers and freight forwarders to effectively monitor shipments.
- Collaborate with freight forwarders to optimize the value and capacity of LCL shipments.
- Maintain inventory receiving entries and adjustments.
- Be responsible for activating new products and providing weekly price updates in the system.
- Process stock transfers and provincial orders.
- Be responsible for inventory reconciliation.
- Exercise due diligence to maintain the accuracy of supplier transactions.
- Maintain an accurate and current status of supplier and customer inquiries.
- Collaborate with the supervisor to resolve issues with shipments and inventory.

AIRBNB Property Management Specialist

May 2021 - November 2023

- Responsible for building strong relationships with clients
- Responsible for driving customer satisfaction.
- Supports clients' needs through problem & complaint resolution
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Confident problem solver, create a solutions-orientated environment
- Constantly evaluate workflows and find ways for them to be more efficient, relevant
- Balance and prioritize the above based on seasonality and the needs of customers, team and Airbnb.

MY BACKGROUND

I am an accomplished creative professional with a proven track record in all aspects of the creative process: conceptualization, planning, execution.

PROFESSIONAL SKILLS

Software: Photoshop, Illustrator, InDesign, Photography, Web Design, Print Design

Others: Excel, Salesforce, Matrix Care, Citrix, Apollo, Amazon WorkSpaces, Google

REACH ME AT:

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Email: **myourbestva2018@gmail.com**

MICROSOFT

Technical Support: April 2020 - May 2021

- Preparing and emailing weekly reports
- Updating virtual files
- Build ongoing task list
- Oversee administrative tasks
- Admin tasks
- Assists customers by taking their orders over the phone.
- Process exchange/refund.
- Check on customer order status.
- Contacting the store for an update/product availability.
- Stay connected to the customer by spending at least one hour/week working on tickets and handling occasional escalated issues.
- Responsible for managing the quality and accuracy of the end-to-end experience

Customer Ambassador - Property Management

LOAN WOLF: July 2019 - March 2020

- Contact utility companies for service hookups to clients' property.
- Arrange meetings between buyers and sellers when details of transactions need to be negotiated.
- Generate lists of properties that are compatible with buyers' needs and financial resources.
- Review property listings, trade journals, and relevant literature, and attend conventions, seminars, and staff and association meetings to remain knowledgeable about real estate markets.
- Investigate clients' financial and credit status to determine eligibility for financing.
- Preparing paperwork
- Scheduling of consultation with clients

EDUCATION BACKGROUND

AB Mass Communication 2017
Sanciangko St., Colon Cebu City, Philippines

ACADEMIC ACHIEVEMENTS

- Vice President of Mass Communication
- Officer Representative of the Department of AB Mass Comm of College of Arts and Sciences
- Certificate Awardee as the School Photographer for every campus event

AMAZON & SHOPIFY

Quality Assurance Specialist: February 4, 2019 - July 5, 2019

- Provides Quality Call monitoring to all Inbound and Outbound agents.
- Conducts Quality Call Calibration in the Operations.
- Conducts Quality Call listening with the agents.
- Conducts Side by Side Quality Call listening.
- Provides Quality Coaching and Feedback.
- Conducts phone simulations for applicants.
- Creates and sends out Infographics for new updates or account Processes.
- Handles Supervisory Call.
- Creates a tracker for daily and weekly itineraries.
- Transcribes call recording of escalated calls.
- Cascades immediate information to all agents and or as per client request.
- Creates and Sends out evaluation reports to clients
- Makes and Revises Quality Guidelines/Metrics as per client request and as needed.
- Provides quality one on one coaching to the agent to discuss improvements and areas of opportunities.

UNITED AIRLINES

January 2018 - January 2019 **Team Leader**
August 2017 - December 2017 **Quality Analyst**

- Sell transportation, Hotels.com, Hertz Car Rental Services
- Admission to entertainment activities to individuals and group planning trips.
- Offer Advice on destinations, plan trip itineraries, and make travel arrangements for clients.
- RPC Sales – Economy Plus seats
- Check attendance and send out headcount update via Skype
- Complete call-in validation for any absences (see Call-in Validation Process)
- Reach out to agents who have not called in but have yet to report for work
- Check emails and reply to urgent issues; do this intermittently throughout the day
- Monitor chat sessions and address urgent issues, do this intermittently throughout the day
- Attend client or management meetings/phone or video calls/chat sessions
- Takedown minutes of meeting every time and send to Operations Manager (see guide for Attending Client meetings)
- Provide coaching and feedback to agents, both scheduled/regular and Ad Hoc/urgent
- Update Manual Attendance of agents for payroll purposes (see the guide on Manual Attendance)
- Address any attendance, over break or tech-related issues
- Conduct team meetings/huddles as necessary
- Check for any leave applications filed by agents, follow-up approval as necessary
- Consult with Operations Managers as necessary
- Send out client and/or management-required reports such as EOD, Daily Reports, EOW (see the guide on sending out Daily and Weekly Reports)

UNITED HEALTH GROUPS / MEDICAL VA

June 2013 - Aug 2017 | Office Depot | **Team Leader**
May 2013 | US Auto Parts | **Quality Assurance**
January 2012 - Apr 2013 | RCA TV ROVA Drone | Novasom | Docusign | Mpower MajorEnergy |
Customer Service | **Quality Assurance Specialist** | **Team Leader**

- Creating an inspiring team environment with an open communication culture
- Delegating tasks and setting deadlines for my internal team
- Set clear team goals
- Delegate tasks and set deadlines
- Oversee day-to-day operation
- Monitor team performance and report on metrics
- Motivate team members
- Discover training needs and provide coaching
- Listen to team members' feedback and resolve any issues or conflicts
- Recognize high performance and reward accomplishments
- Encourage creativity and risk-taking
- Suggest and organize team-building activities installed software-hardware
- Manage the high call of volume
- Provided on-call support for critical issues
- Identified and solved technical issues with a variety of diagnostic tools.

I WANT TO WORK WITH YOU

I believe I am equipped with the experience and know-how to take this role on and be successful. Some of your challenges are things I have helped other organizations overcome, and I will be proud to work for a company that delivers the services that you do!