

**JEFFREY ATIENZA**

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**PROFESSIONAL SUMMARY**

Results-driven project manager with extensive experience in leadership, team coordination, and process optimization. Proven ability to drive company goals, manage multiple projects, and foster a high-performance work environment. Strong problem-solving skills, excellent time management, and a commitment to continuous improvement.

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**KEY SKILLS & STRENGTHS**

- Project Management & Implementation
  - Leadership & Team Development
  - Conflict Resolution & Coaching
  - Process Optimization & Quality Assurance
  - Time Management & Task Prioritization
  - Strong Communication & Interpersonal Skills
  - Adaptability & Ability to Work Under Pressure
  - Workforce Operations & IT Systems Support
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**PROFESSIONAL EXPERIENCE****24/7 Customer****Project Manager / Assist Lead for Implementations**

***April 2018 – Present***

- Assist in coordinating and managing multiple projects across shared services departments.
- Collaborate with teams to enhance service delivery, quality standards, and workforce operations.

- Support the development and implementation of project plans aligned with organizational goals.
- Analyze project requirements, risks, and constraints, contributing to strategic solutions.
- Maintain project documentation and provide regular status updates to leadership.
- Engage in continuous learning to effectively manage evolving project requirements.
- Collaborate with cross-functional teams to ensure successful project execution and delivery.

### **Technical Team Leader**

***December 2010 – 2018***

- Supervised and coached a team of agents to improve performance and meet business objectives.
- Monitored and assessed agent performance, providing actionable feedback and development plans.
- Implemented programs to optimize sales, customer satisfaction, and overall service quality.
- Coordinated with supporting departments (IT, HR, Workforce) to address operational concerns.
- Enforced company policies and procedures, ensuring compliance and maintaining a professional work environment.

### **Technical Support Representative**

***June 2008 – 2010***

- **Provided technical assistance to customers for cable internet connection issues.**
- Specialized in troubleshooting system hardware, software, and networking concerns.
- Maintained excellent communication skills and customer service etiquette.

### **Teletech Consumer Management**

#### **Global Quality Specialist**

***April 2007 – June 2008***

- Monitored and evaluated customer service calls to ensure quality standards were met.
- Provided instant feedback and performance insights to improve customer satisfaction.
- Participated in client meetings and assisted in developing quality improvement programs.

### **Technical Support Representative**

***March 2006 – March 2007***

- Delivered DSL technical support to customers, resolving issues efficiently.
- Ensured high-quality service by adhering to defined support processes and standards.

### **Previous Roles in Sales & Customer Service**

- **Customer Service Representative, Excellence Appliance Technologies Inc. (*Jul 2005 – Dec 2005*)**

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### **TRAINING & CERTIFICATIONS**

- Leadership EQ for Team Leaders
- Problem Solving & Decision Making (PSDM v2)
- Workplace Integrity & Effective Team Communication
- Managing Employee Performance & Attrition Management
- Presentation Skills & Personal Change Management
- 24/7 Coaching for Team Leaders

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### **CHARACTER REFERENCES**

- Carlo Reyes | Operations Manager | 09985918061
  - Arsenio Lingat | Senior Manager | 09190896082
  - Kitch Leguiab | PMO Director | 09285006927
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