



Anthony Dela Cruz Decena, LPT

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DOB : February 23, 1989

OBJECTIVE

To share the best practices and skills I have gained from my experience as a Professional Licensed Teacher and leader in the BPO industry.

SKILLS

- Teaching English Language, Business Correspondence and Grammar
- Coaching for Leadership and Teaching Skills
- Driving
- Cooking

EXPERIENCE

AFNI Philippines, Inc.

Project Coach

Duration : **January 15, 2024 - Present**

Concentrix

Team Leader, Operations

Duration : **October 12, 2022 - January 6, 2024**

Ibex Global Solutions

Team Manager

Duration : **January 21, 2022 - September 30, 2022**

Metacademy Language Training Center, Inc.

Administrator/General Manager

Duration : **December 2020 - December 2021**

Teleiós Contact Center

Gen. Manager

Duration : **October 12, 2019 - November 12, 2020**

Department of Education

Teacher

Duration : **August 18, 2015 - September 10, 2019**

Convergys

Team Leader for Operations

Duration : **May 15, 2013 - June 6, 2015**

Convergys

Customer Service Associate

Duration : **January 30, 2012 - May 14, 2013**

Lady of Rose Academy, Inc.

High School Teacher

Duration : **June 2010 - February 2011**

EDUCATION

Arellano University School of Law

Juris Doctor

Passing Year - **2024-present**

Polytechnic University of the Philippines Santa Rosa Campus

Bachelor of Secondary Education Major in English

Passing Year - **2010**

ACHIEVEMENTS & AWARDS

Passed Licensure Examination for Teachers