

PHILLIP WENDYLL BELENZO

Client Operations, Communication & Problem-Solving Professional

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SUMMARY

Client-facing professional with 2+ years across support, escalations, and outbound sales, now building on that foundation with remote work experience.

Track record includes resolving supervisor-level cases at 90–100% QA, hitting outbound quotas of 150+ calls a day, and coaching teammates to better performance. Comfortable with MS Word, Excel, and PowerPoint alongside CRM and support tools; adaptable across roles, tools, and industries, with a clean record across monitored WFH conditions. Available to start immediately.

PROFESSIONAL EXPERIENCE

Lead Generation Specialist July 2025 – November 2025
Support Squad — Remote

- Called 150+ Australian homeowners a day to qualify leads for property appraisals, feeding a real estate sales pipeline.
- Hit the daily call quota consistently while keeping CRM records accurate and conversion rates up.
- Logged 100% uptime under Workstatus monitoring with zero attendance or performance flags.
- Coordinated lead handoffs with sales teams across time zones so follow-ups never stalled between shifts.

Escalation Specialist – Tier 2 August 2024 – July 2025
Sutherland — Legazpi, Philippines

- Resolved supervisor-level escalations for VRBO (Expedia) primarily over phone and email, averaging 90–100% QA.
- Handled 75–90 customer interactions a day, closing root-cause issues that cut repeat contacts and improved first-contact resolution.
- Talked down emotionally charged customers using verbal de-escalation, turning several would-be cancellations into retained bookings.
- Coached junior agents in real time, lifting team QA scores and reducing how often cases needed escalating in the first place.
- Fed insights from frontline calls into calibration sessions that shaped policy updates and training materials.

Customer Service Representative October 2023 – August 2024
Sutherland — Legazpi, Philippines

- Handled phone and chat support (one channel at a time) plus email follow-ups, holding CSAT above 95%.
- Maintained response quality across peak periods, whether on a call, in chat, or following up by email.
- One of the first agents up to speed on new tools during platform rollouts, helping the team avoid go-live slowdowns.
- Recognized by customers and leadership for consistent, professional handling across interaction types.

EDUCATION

Bachelor of Secondary Education, Major in English Language and Literature — *Class of 2023*
San Jose Community College — San Jose, Malilipot, Albay, Philippines

Computer Programming NC-IV — *Class of 2014*
Computer Arts and Technological College, Inc. — Balintawak Street, Legazpi, Philippines

CERTIFICATIONS

- Professional in Human Resources: Risk Management Practices** — Skillsoft, Jun 2025
- Building AI Products: Security Essentials — Professional Certificate** — LinkedIn, Jul 2025
- Learning Microsoft 365 Copilot for Work** — LinkedIn, Jul 2025
- Find Motivation to Learn What Matters** — LinkedIn, Jul 2025
- Canva for Work** — Canva, Jul 2025
- AI in the Classroom** — Canva, Jul 2025

SKILLS

Communication & Client Relations: Verbal and written communication, cross-cultural client communication, de-escalation, relationship building, multi-channel support (phone, chat, email)

Problem-Solving & Process: Root-cause analysis, first-contact resolution, high-risk escalation handling, workflow and process improvement

Leadership & Training: Coaching and mentoring, QA calibration, knowledge-base documentation, cross-functional coordination

Sales & Outreach: Outbound lead generation, cold calling, CRM data entry, pipeline qualification

Tools & Technical: Microsoft Word, Excel, PowerPoint, Salesforce CRM, Microsoft 365 Copilot, Canva, Workstatus