



Jerjaen Leonardo

A seasoned professional with more than 10 years of work experience in administrative support, management, customer service, training, and operations. My co-workers and seniors describe me as driven, dependable, and professional. I take ownership of difficult situations, and I have a can-do attitude.

Education

Brigham Young University-Hawaii Bachelor of Science in Psychology

Minors: Human Resource Management and Humanities
Graduated: December 2021

Associate of Arts and Sciences

Graduated: April 2020

Work Experience

Administrative Manager

DoubleRock LLC – San Francisco, California (Mar 2021-July 2021; July 2022-Present)

- Reported directly to the CEO and provided task instructions to assistants
- Managed day-to-day administrative operations to ensure efficiency
- Acted as a mediator between entities, CEOs, and government agencies

Dining Facilities Supervisor

Brigham Young University-Hawaii (Food Services) - Laie, Hawaii (Aug 2021- Jun 2022)

- Supervises student employees to ensure quality service to 800-1,200 guests
- Trains student employees in multiple service areas
- Maintains sanitation, cleanliness, and food safety requirements

HR-Benefits Assistant

Brigham Young University-Hawaii - Laie, Hawaii (Dec 2019- Jun 2020)

- Processed tuition waivers, worker's compensations, and other paperwork
- Responded to all employee benefits correspondence professionally
- Re-organized the filing system for confidentiality and better accessibility

Operations Assistant

Polynesian Cultural Center – Laie, Hawaii (Jan 2018-Dec 2019)

- Remodeled the New Hire Orientation Manual
- Conducted orientation to new hires twice a month.
- Re-designed the Standard Operating Procedures for Hukilau Marketplace

Customer Service Representative

Aegis People Support, ePerformax, Teleperformance – Cebu City, PH (Jan '12-Dec '17)

- Handled 90+ calls daily in accordance with the account guidelines
- Assisted new agents in taking calls as a Subject Matter Expert
- Completed training for Leadership Evolution and Advancement Program

Volunteer

Transition Analyst - Strategized the retention process at BYU Management Society

Career Fair Ambassador - Meets with over 100 employers as Ambassador and Guide

Psychology Students Association - Participated in the club events and discussions.

Training Leader - Trained area missionaries and taught over 10 lessons per day.

Awards

- **Top Employee of the Month Award** (Oct 2018 and Mar 2019)
- **Top 1 Banker Award for 2 consecutive months** (2017)
- **Best in Average Handling Time** (2016)
- **Model Missionary of the Month** (2014)
- **Top 2 Banking Agent Award** at Cebu City Site (2013)

Key Skills

- Management
- Training
- Customer Service
- Business Communication
- Interviewing
- Administrative Support