

## **Chris Legend**

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### **Professional Profile**

Detail-oriented and reliable professional with over 5 years of experience in financial services, customer care, and administrative operations. Proven track record in high-volume environments, recognized for accuracy and efficiency. Skilled in handling complex financial tasks, producing detailed reports, and supporting back-office functions. Strong communication, time management, and problem-solving skills, thriving in fast-paced, deadline-driven settings.

### **Core Competencies**

- Complex Exception Processing
- Customer Service & Support
- Financial Documentation & Reporting
- Data Analysis & Reporting
- Regulatory Compliance & Confidentiality
- Team Collaboration & Training
- Time Management & Prioritization
- Attention to Detail & Accuracy

### **Work Experience**

#### **Loan Specialist**

Propel Holdings | Toronto, ON | Oct 2024 - Present

- Executed daily processing of financial transactions, ensuring accuracy and compliance with regulations.
- Verified client banking and income details, conducting calls with financial institutions to resolve discrepancies.
- Maintained a 2.5% error rate, consistently exceeding quality assurance benchmarks.
- Utilized tools like Decision Logic and Flinks to assess financial eligibility and prevent fraud.
- Delivered exceptional customer service through personalized follow-ups and solutions.
- Documented processes and maintained audit trails in line with internal and external standards.

#### **Call Center Supervisor**

Toyota Financial | Toronto, ON | Jan 2023 - Jan 2024

- Oversaw daily operations of call teams, ensuring service level agreements (SLAs) were met.
- Monitored call flow and agent productivity, providing real-time feedback to enhance performance.
- Processed financial transactions while ensuring strict adherence to compliance policies.
- Reduced average handling time (AHT) by 20% through effective coaching and workflow improvements.

- Developed performance improvement plans that increased customer satisfaction (CSAT) scores by 15%.
- Conducted team training and performance reviews to maintain high service quality.
- Handled escalated customer issues, providing solutions to enhance team efficiency.

### **Customer Care Specialist**

Toyota Financial | Toronto, ON | Feb 2022 - Dec 2022

- Managed inbound and outbound calls, addressing customer inquiries and resolving concerns.
- Processed payments, refunds, and disputes while ensuring compliance with regulations.
- Assisted customers with account management and troubleshooting website/app issues.

### **Education**

Postgraduate Degree in Business Management

University of Beirut | Lebanon | 2015

High School Diploma

Retail Council of Canada | 2018