



RONCRIS MOTOL

Address: Riverside, Lumbangan, Nasugbu, Batangas 4231
Phone: +639151736047
Email: roncrismotol@gmail.com
Linkedin: <https://www.linkedin.com/in/roncris-motol>

SUMMARY

Entry-level Freight Assistant with a solid administrative background and hands-on experience in logistics operations. Equipped with specialized training in freight brokerage and truck dispatching, reinforced by coursework that simulated real-world freight scenarios. Strengths include strong client communication, effective multitasking, and the ability to resolve time-sensitive issues while maintaining accuracy and professionalism.

WORK EXPERIENCE

Team Leader - LizardBear Tasking Inc. **Feb 2022 - June 2026**

- Handled administrative tasks including logistics management, scheduling, email management, and client communication.
- Assisted with research, lead generation, and data entry to support business operations.
- Provided real-time support to executives and clients across different time zones.

Customer Service Associate - Alorica Philippines **Feb 2020 - Feb 2022**

- Delivered excellent customer service in a high-volume environment.
- Managed inbound and outbound calls, resolving client inquiries and issues efficiently.
- Achieved performance metrics such as call handling time, customer satisfaction, and issue resolution.

Customer Service Representative - TechMahindra LTD **Aug 2018 - Feb 2020**

- Delivered excellent customer service in a high-volume environment.
- Managed inbound and outbound calls, resolving client inquiries and issues efficiently.
- Achieved performance metrics such as call handling time, customer satisfaction, and issue resolution.

EDUCATION

Information System and Office Administration major in Bookkeeping **June 2016 - May 2018**

Teksquad Institute of Information Technology

ADDITIONAL INFORMATION

- Tools: TMS Platforms, Load Boards, Freight Class Calculator, Google Workspace, MS Office
- Familiarity with industry terms: LTL, FTL, Intermodal, Drayage, HOS, BOL, Rate Sheets
- Availability: Full-time / Remote

KEY SKILLS

- Load Tracking & Scheduling (trained)
- Quoting & Rate Negotiation (trained)
- Carrier & Shipper Communication (trained)
- TMS Navigation & Data Entry
- Load Boards Research & Posting
- Freight Class Calculation
- Customer Support & Conflict Resolution
- Problem-Solving & Multitasking

RELEVANT TRAINING

Freight Courses 101 – 3 - Day Freight VA Challenge

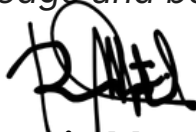
- Learned fundamentals of freight brokerage, dispatching, quoting, and rate negotiations.
- Gained hands-on practice with TMS platforms, load boards, and freight class calculators.
- Trained in carrier lane specialization, broker-carrier agreements, and track & trace.

CHARACTER REFERENCES

Danie Ramos - Operations Manager
LizardBear Tasking Inc.
+639486412193
danie.ramos@taskus.com

Jhoi Marquez - Operations Manager
Alorica Philippines
+639066435426
Jhoi.marquez@alorica.com

I hereby certify that the above information is true and correct to the best of my knowledge and belief.



Roncris Motol

Signature over Printed Name