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|  | **CARLO** |

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***C/o-Mobile : +971505891826  
 Email :*** [***carlo.345032@2freemail.com***](mailto:carlo.345032@2freemail.com)  ***Citizenship : Filipino  
 Date of Birth : November 26, 1987  
 Visa Status : Tourist Visa***

**C A R E E R S U M M A R Y**

Professional experience in customer service, sales and operations management in BPO industry. Expertise in B2B, support operations, team handling, driving account and company revenue, leading and motivating employees, meeting-exceeding goals. Recognized for capturing business opportunities, building strong relationships and surpassing performance as per set client goals.

**K E Y S K I L L S**

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| * Over 5+ years of progressive work experience | * Good ability in changing environments |
| * Revenue management | * High level of flexibility |
| * Effective Leader with positive attitude * Multi-task oriented & solutions-driven * Can work with minimal supervision | * Prompt in decision making, critical in goal and priority setting. Considers quality. * Able to coordinate multiple projects and meet deadlines under pressure |

**W O R K E X P E R I E N C E S**

**November 2015 – January 2017: Supervisor, Metlife Dental: Sitel Philippines. Robinson’s Luisita, Tarlac City.**

**January 2015 – October 2015: Supervisor, Sprint Finance and GenCare: iQor Philippines Inc. Clark Field Pampanga.**

**October 2012 – December 2014: Supervisor, AccountNow: Sutherland Global Services Tarlac City.**

**January 2012 – September 2012: Customer Service Representative, AccountNow: Sutherland Global Services Tarlac City.**

**July 2011– December 2011: Billing and Sales Representative, AT&T Bronze: Sutherland Global Services Tarlac City.**

**April 2011 – May 2011: Customer Service Representative, FTD.com: Sutherland Global Services Tarlac City**

**J O B D E S C R I P T I O N**

**Supervisror**

* Supervise the activities and work volume of Customer Service Representatives in attending to incoming customer inquiries and the resolutions of issues raised, in order to provide optimal service delivery.
* Manage the track record of assigned Customer Service Representatives from training phase until the entire tenure in the company by working closely with their individual scorecards.
* Attend to escalation call and all client related calls.
* Ensure that everyone in the Team is at goal with their KPIs by conducting thorough coaching and consistent follow-ups.
* Cover all ad-hoc, reporting, payroll, IT and other operations related tasks.

**Customer Service, Billing and Sales Representative**

* Answering products and services question.
* Resolves problems by clarifying the customer’s complaint, determining the root cause of the problem; explaining and assuring the best solution to rectify the concern.
* Recommends potential products or services to management by collecting customer information and analyzing customer needs.
* Provide outstanding customer service.

**E D U C A T I O N A W A R D S A N D C E R T I F I C A T E S**

**2005 - 2011 Tarlac State University – Bachelor of Science in Business Administration Major in Financial Management and Accounting.**

**PLATINUM CENTURION AWARD - Exemplary Attendance Record - July - September 2011**

**LEAD 100 Graduate - Managerial Training - October 4, 2012**

**PLATINUM VALUES - "PEOPLE" Employee of the Month - January 2013**

**PLATINUM VALUES - "LEADERSHIP" Employee of the Month - July 2013**

**PEAK PERFORMANCE COACHING – Leadership Training Program – June 12, 2015**

**Q2 PASSION AWARDEE – "TOP COACH" – July 2016**

*-I hereby certify that the information are true and correct according to the best of my knowledge and experiences.-*