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***CAREER OBJECTIVE***

A highly motivated and ambitious individual able to give timely and accurate advice, guidance, support and training to team members and individuals. Possessing excellent management skills and having the ability to work with minimum of supervision whilst leading a team of twelve or more. Having a proven ability to lead by example, consistently hit targets, improves best practices and organizes time efficiently.

Now looking forward to a making a significant contribution as a team leader with a company that offers a genuine opportunity for progression.

***WORK EXPERIENCES***

June 2013 - August 2014 **BPO Operations Manager**

 **Teletech Customer Management Inc.**

 **Cainta Rizal, Philippines**

**Duties:**

* Supported Back Of House of one of the biggest internet provider in Australia.
* Leading and delivering complex client engagements that help identify, design, and implement creative business solutions for the company.
* Responsible for providing excellent customer service and determining the needs of the client.
* Implement and oversee the quality of deliverables, manage team relationships effectively to ensure exceptional performance; as well as participate in the development and presentation of proposals for business development.
* Balance the needs of key stakeholders; ensure the teams they are involved with are aware of the combined end goals; establish operations objectives and work plans; delegate assignments to subordinate managers when necessary; and conduct regular meetings to improve productivity, product knowledge, and customer satisfaction.
* Managed ten lines of businesses.
* Analytics report to the Senior Operations Manager, Program Director and direct clients.
* Strategic planning to comply with the key performance metrics required by the client to the company.
* Assisted staff to develop their full potentials through positive and constructive feedbacks that motivate both under-performing and high-performing employees.
* Instigated career development plans for employees.
* Assisted senior management to understand the need in implementing changes that satisfy employees and create a thriving organization.
* Consistently encourages, develops, sustains, and rewards cooperative working relationships; understands team dynamics and how to facilitate good teamwork; fosters commitment, team spirit, pride, trust, and group identity.
* Monthly performance evaluation to staff to have a clear understanding of expected performance; routinely provides employees with feedback on their progress towards meeting established expectations; takes action to reward, counsel, or remove employees, as appropriate; objectively determines and documents performance of all assigned staff.

September 2008 – May 2013 **BPO Team Leader**

 **Teletech Customer Management Inc.**

 **Cainta Rizal, Philippines**

**Duties:**

* Preparing daily workloads for staff & coordinating the daily allocation of work.
* Motivating the team to achieve high standards and KPI targets.
* Handling new client enquiries and acting as the face of the business.
* Dealing with and resolving problems and issues which arise.
* Mentoring and training up junior and new staff.
* Monitoring & reporting on standards & performance targets.
* Arranging & chairing weekly team meetings, focusing on targets & achievements.
* Implementing new initiatives.
* Involved in the recruitment of new staff.
* Praise team members and creates a positive working environment.
* Providing prompt and accurate information on individual performance.

February 2007 – August 2008 **Real Time Monitoring Specialist**

**Teletech Customer Management Inc.**

 **Cainta Rizal, Philippines**

**Duties:**

* Monitoring agents work modes, schedule adherence, and the queue in real time manner.
* Providing the Status Updates (Reports) and making sure that Operations will meet the Staffing Commitment and Metrics required by the Client

December 2006 – January 2007 **BPO Customer Service Representative Senior Agent**

 **Teletech Customer Management Inc.**

 **Cainta Rizal, Philippines**

**Duties:**

* Tasked to handle escalated calls from front of house agents.
* Assisted agents on queries about process.
* Subject matter expert.

May 2006 – November 2006 **BPO** **Customer Service Agent**

 **Teletech Customer Management Inc.**

 **Cainta Rizal, Philippines**

**Duties:**

* Handled incoming calls for queries on billing and payments for an American Internet Service provider.

***SPECIAL SKILLS***

* Managed 6 BPO Supervisors supporting 120 Technical Support Agents
* Proven ability to manage through others.
* Strong decision making and problem solving skills.
* Able to motivate and lead others in a team environment.
* Excellent communication skills, both written and verbal.
* An ability to build rapport and trust quickly with work colleagues.
* Able to prioritize tasks and workloads in order of importance.
* Track record of delivering results with deadlines.
* Understand different generations and workforce trends and adapt accordingly.
* Provide high – impact performance feedback.
* Focus on employees career development need
* Good presentation skills. Makes clear and convincing presentations of facts and ideas to individuals or groups.
* Excellent interpersonal skill. Responds appropriately to the needs, feelings, and capabilities of different people in different situations; behaves in a tactful, compassionate, and sensitive manner; treats others with respect; actively listens and clarifies information as needed; fosters an atmosphere of open communication.

***EDUCATIONAL BACKGROUND***

**TERTIARY: Bachelor of Commercial Science**

 **Major in Management**

 **Jose Rizal University – Mandaluyong City Philippines.**

***PERSONAL BACKGROUND***

**Date of Birth :** 14 December 1983

**Place of Birth** : Pasig City, Metro Manila Philippines

**Age :** 30 years old

**Sex :** Male

**Civil Status :** Single

**Nationality :** Filipino

**Language Spoken :** English and Filipino