

Contact

Phone
+639178967327

Email
ron.silvestre@yahoo.com

LinkedIn
<https://www.linkedin.com/in/ronsilvestre/>

Education

2009 - 2012
B.S. Electronics and Communications Engineering
Mapua Institute of Technology

2009
Highschool
Notre Dame of Greater Manila

Expertise

Recruitment
Customer Service
Client Relations
Account Management
Excel proficiency
Process Flows

Language

English
Filipino

Ron Aldwin Silvestre

Obtain an opportunity where I can use my exceptional interpersonal, communication, and leadership skills to resolve customer issues, influence colleagues, and foster a positive relationship between the customers and the company

Experience

August 2023 - Present

Freelance Account Manager, General Admin/CSR, Recruitment Specialist

- Managed client relationships, performance, and accounts, achieving a 95% client retention rate.
- Streamlined administrative processes, improving project completion times by 15%.
- Recruited and onboarded over 50 candidates for various industries, reducing time-to-hire by 20%.
- Provided high-quality customer service to clients, resolving 90% of inquiries on first contact.

July 2021 - August 2023

PSG Global Solutions

Senior Team Manager

- Serve as the primary point of contact for assigned clients, managing all aspects of their outsourced relationship.
- Proactively understand client needs and expectations, tailoring solutions and exceeding benchmarks.
- Foster strong, collaborative client relationships, building trust and fostering open communication.
- Oversee the performance of outsourced teams, ensuring adherence to service level agreements (SLAs) and quality standards and provide feedback
- Collaborate with internal stakeholders to develop and implement effective performance management strategies.
- Identify and address potential risk factors, proactively minimizing impact on client service.

April 2016 - July 2021

TELUS International Philippines, Inc.

Team Leader - Customer Service

- Leads and manages a team of CSRs in the optimal execution of call center operations activities. Ensures they meet/exceed goals on a daily/weekly/monthly basis
- Conducts performance management activities for team members supervised
- Handles escalation calls and emails - exercising discernment Motivates and inspires team members to perform better
- Manages the queue and controls abandoned calls by utilizing resources
- Works with the rest of the leadership team and clients regarding day-to-day operations and discuss recognitions and needed action plans

February 2015 - April 2016

TELUS International Philippines, Inc.

Quality Analyst - Customer Service

- Listens to calls and ensure proper guidelines, process, and ethics are followed
- Provides feedback to team members to align process and awareness
- Create initiatives to encourage team members to perform well

October 2013 - February 2015

TELUS International Philippines, Inc.

Customer Service Representative

January 2013 - July 2013

EGS (Alorica, Inc)

Customer Service Representative

- Manage large amounts of incoming phone calls Generate sales leads
- Identify and assess customers' needs to achieve extreme satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Keep records of customer interactions, process customer accounts, and file documents and follow communication procedures, guidelines, and policies