

MARK ROYETTE S. ABABAO

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With proven customer and B2B service professional experience and with extensive experience in providing world-class support to customers and Sales (b2b). Skilled in managing and directing customer service teams and developing and executing strategies that improve customer satisfaction and retention. Adept in creating a positive customer experience through effective problem-solving, communication, and issue resolution. Excels in working with customers in high-pressure situations.

Key Skills:

- Customer service management
- Team leadership
- Problem-solving/issue resolution
- Communication skills
- Conflict resolution
- Time management
- Organizational skills
- Multi-tasking abilities
- Attention to detail
- Pleasant demeanour
- Strong work ethic

Experience

➔ Our World Energy (Solar Panels)

July 24 2021–August 20, 2024

Team Leader – SALES SUPPORT TEAM -New Client Advocate (US-Virtual Assistant)

- Duties include handling dealers and sales representative inquiries and complaints via phone and email, providing product and service information, and resolving sales representative concerns.
- Represented for a multifaceted role assisting for sales to different dealers, and sales representatives with the business-to-business daily project management, training to new members, while managing New Clients service and sales teams through sales transition. Successfully pricing, monitored quality assurance, handled escalated situations, and negotiated contracts to reduce expenditures and increase profits.

➔ La Carlota City College

August 2019 – June 2021 / July 21, 2024 – January 30, 2025

Part-time Professor for Graduate School and College of Business and Management

- Design and distributed course syllabus and answered Graduate School students' questions regarding standards, materials, grading and progression.
- Tracked students' assignments, attendance and test scores.
- Integrated technology into classroom instruction for a well-rounded modern approach
- Taught average of 85-100 Graduate Students and 400 Undergraduate students per semester in **Philosophy of Education, Current Issues of Education, Masters of Entrepreneurship, Taxation, Management, Human Resources Management, Business Law, and Digital Marketing.**

➔ PAX CATHOLIC ACADEMY, DIOCESE OF BACOLOD, Inc.

June 2019-May 2021

Senior High School -Part-time Instructor

- Recorded lessons for modular instructions
- Developed and maintained lesson plans to covered all Technological-vocational (TVL) Subject required topics
- Instructed through lectures, discussions and demonstrate in Technology, Vocations and Livelihood, Philosophy, Entrepreneurship.

➔ Interglobe Technologies Philippines

March 2018 – February 2019

KIWI.com Senior Team Leader -Travel Account-Airline Ticketing

- Manage and direct a team of customer service representatives, providing customer support via phone, email, and chat channels.
- Develop and execute strategies that improve customer satisfaction and retention rates, including creating processes that resolve complaints quickly and effectively.
- Establish and monitor production standards and adherence with policies

➔ Hinduja Global Solutions -

January 2017 – March 2018

AETNA Training Manager (Training Team Supervisor) •Health Care Account

- Maintain good working relations with various network departments to ensure the scheduling process flows smoothly
- Monitor agent calls and provide feedback
- Provide coverage in agent scheduling gaps
- Take calls as well as directs calls to agents who can handle them most efficiently
- Ensure data and call quality

➡ INTELINET (Serco Global)

October 2015 –January 2017

Barclays Bank Training Manager • United Kingdom - Financial Technical Account

- Maintain and improve consistency among all levels and departments of the organization regarding call quality expectations
- Develop a positive team relationship by being supportive, visible and easily accessible
- Manage, hire, motivate, coach, develop and retain KPIs'
- Establish and monitor production standards and adherence with policies
- Resolve production challenges in urgent, deliberate manner

➡ Midas Hotel and Casino Cold Kitchen

March 2015-August 2015

Chef Apprentice

- Tasked includes preparing buffet setup meals and assisting chefs for in banquet services
- Mise en place task to perform in everyday
- Maintain cleanliness and develop recipe to be presented to all the chefs

➡ Virtual Assistant/Appointment Setter/Airbnb

January 2014- February 2015

Project Management • Training Supervisor

- Managed a new team of representatives and provided coaching and feedback along with performance reviews.
- Took care of customer escalations and provided solutions. Monitor all the projects and property of the clients
- Communicated performance expectations to New employees.
- Facilitated the new hire training.
- Provided guidance, instruction, direction and leadership to the team.
- Provided feedback to team members to help achieve desired results.

➡ Serco Global

January 2012 -December 2013

Hilton Hotel Worldwide Team Leader • (VIP) Hotel Reservation

- Provide consistent and ongoing mentoring, coaching and training that focus on improving call Center leadership, morale, and performance and employee retention
- Monitor agent calls and provide feedback
- Providing VIP service to our VIP guests and provided support to the team catering our customers.
- resolved complaints quickly and effectively, ensuring a positive customer experience.

EDUCATION

UNDERGRADUATE STUDIES

- 2013 – 2015 GLOBAL ACADEMY •Grand Diploma in Culinary Arts, Baking and Pastry Arts
- 2009- 2012 CHRIST THE KING MISSION SEMINARY • • AB Philosophy major in Theological Studies

GRADUATE STUDIES

- 2023 –Present SAN BEDA UNIVERSITY - ALABANG • JURIS DOCTOR – 2nd Year to PRESENT
- 2020 –2023 ATENEO DE MANILA – ATENEO LAW SCHOOL • JURIS DOCTOR – 1st Year 2nd Year
- 2019 –Present STANFORD GRADUATE SCHOOL OF BUSINESS • Executive Education (Scholarship Program)
Virtual Education Certificate in L.E.A.D. Corporate Innovation
- 2017 ATENEO DE MANILA – SCHOOL OF GOVERNMENT • Diploma in Leadership Management
- 2012-2013 CHRIST THE KING MISSION SEMINARY • Masters in Philosophy major in Religious Studies