



VLADIMIR GIRARD II GORREZ OLIVEROS

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Marikina City

GOALS AND OBJECTIVES

To secure a leadership position where I can leverage my 12+ years of expertise in operations management, account management, and team leadership to drive business success and deliver exceptional customer experiences.

SKILLS

- Operations Management
- Account Management
- Fraud Detection
- Team Leadership
- Customer Service
- Excellence
- Policy Development
- Performance Monitoring
- Microsoft Office proficiency

PERSONAL DATA

Nickname: Vlad

Age: 44 years old

Date of Birth: December 9, 1980

Place of Birth: Navotas City

Mother's Name: Carolina Rebecca Oliveros

Father's Name: Arnando Antonio Oliveros

Civil Status: Married

Nationality: Filipino

EDUCATIONAL ATTAINMENT

Tertiary

1997 -2001 Far Eastern University Nicanor Reyes Sr, Street, Sampaloc, Manila, 1008 Metro Manila **Bachelor of Science in Biology**

Secondary

1994-1997 San Jose Academy M. Naval St, Navotas, Metro Manila

Primary

1989 -1994 Immaculate Concepcion Academy of Manila 2212 S Del Rosario St, Tondo, Manila, 1013 Metro Manila

WORK EXPERIENCE

Fraud Investigations Analyst Tier 3

TDCX Malaysia
2021 - 2024 October

Key Responsibilities:

- Assessed merchant and user eligibility for tax filing in the US, ensuring compliance with US policies
- Managed tax filing procedures and reviewed documentation for client onboarding
- Detected and addressed fraudulent activities, ensuring adherence to account-specific protocols.
- Managed multiple accounts simultaneously, demonstrating exceptional organizational skills and attention to detail.
- Performed system analysis, documentation, testing, implementation, and user support for platform transitions.
- Identified and resolved problems through root cause analysis and research.

Operations Manager, Customer Experience

Siblings Solutions
2020 - 2021

Key Responsibilities:

- Developed and implemented operational policies, ensuring legal and regulatory compliance
- Supported effective communication between staff and management
- Enhanced customer experience by resolving issues and improving processes.
- Conducted regular performance reviews, identifying areas for improvement and developing action plans to address them.
- Empowered employees to take ownership of their responsibilities, leading to increased accountability and improved performance outcomes.

Operations Manager, Customer Experience

Callbox Inc 2015 - 2019

Key Responsibilities:

- Maintained and strengthened client relationships, addressing concerns and minimizing attrition
- Managed client accounts, ensuring their needs and quotas were met
- Updated campaign managers on client feedback and changes.
- Increased client satisfaction by building strong relationships and addressing their needs promptly.
- Successfully resolved escalated issues, preventing potential loss of valuable clients while maintaining positive relationships with all parties involved.
- Conducted regular account reviews to identify areas for improvement and ensure continued success.

Team Leader - Project Management

Sitel Philippines
2014 - 2015

Key Responsibilities:

- Coordinated and motivated a team of call center staff, improving performance and minimizing errors
- Monitored calls for quality and fraud detection, implementing corrective actions as needed.
- Monitored team performance and provided constructive feedback to increase productivity and maintain quality standards.
- Worked with team to identify areas of improvement and devised solutions based on findings.
- Held weekly team meetings to inform team members on company news and updates.

Team Leader - Project Management

IBM Daksh Philippines
2012 - 2014

Key Responsibilities:

- Managed a team of 31, focusing on performance appraisal, coaching, and problem resolution
- Ensured adherence to schedules and delivery of a defined customer experience.
- Monitored team performance and provided constructive feedback to increase productivity and maintain quality standards.
- Set performance expectations for the team, monitoring progress towards goals and providing constructive feedback as needed.
- Developed team members' skills through targeted coaching sessions, resulting in improved individual performance.
- Evaluated team member performance against established objectives during regular reviews, offering praise for achievements or identifying areas requiring further development.

SME (Subject Matter Expert)

Genpact Philippines Inc
2011 - 2012

Key Responsibilities:

- Handled international healthcare accounts and supervised teams in the absence of the Team Manager
- Managed reports on attendance and quality.
- Demonstrated strong attention to detail when handling fragile or delicate items during the bagging process, minimizing potential damage or breakage incidents.
- Collaborated with other SMEs to develop crosscurricular connections, enriching student understanding of complex topics.
- Organized and participated in extracurricular activities that fostered a sense of community and enriched the educational experience for students outside the classroom setting.

Team Leader - Project Management

Teletech Novaliches
2010 - 2011

Key Responsibilities:

- Assisted with home phone and internet installations and handled escalated calls
- Monitored and coached agents to ensure procedural compliance.
- Worked with team to identify areas of improvement and devised solutions based on findings.
- Monitored team performance and provided constructive feedback to increase productivity and maintain quality standards.
- Set performance expectations for the team, monitoring progress towards goals and providing constructive feedback as needed.
- Supervised team members to confirm compliance with set procedures and quality requirements.
- Enhanced team productivity by implementing efficient work processes and regularly reviewing performance metrics.

Operations Manager, Customer Experience

Branders Inc
2009 - 2010

Key Responsibilities:

- Managed orders and agent performance, ensuring timely processing and reasonable quotes.
- Increased client satisfaction by building strong relationships and addressing their needs promptly.
- Addressed problems with accounting, billing, and service delivery to maintain and enhance client satisfaction.
- Successfully resolved escalated issues, preventing potential loss of valuable clients while maintaining positive relationships with all parties involved.
- Coordinated with internal teams to facilitate prompt delivery of client projects.

Quality Assurance Supervisor

Intellibox Inc
2008 - 2009

Key Responsibilities:

- Monitored calls for compliance and provided training and feedback to agents
- Generated daily reports on qualified sales and addressed quality issues.
- Analyzed data from quality metrics to identify trends and opportunities for improvement, driving targeted action plans based on findings.
- Enhanced team performance by providing regular training, feedback, and guidance to Quality Assurance staff.
- Maintained comprehensive documentation of QA activities, supporting effective communication between departments and facilitating process improvements.

Shift Supervisor

Praetech Inc
2006 - 2008

Key Responsibilities:

- Hired, trained, and supervised agents, ensuring metrics and company goals were met
- Monitored call center performance and provided regular status reports.
- Ensured smooth operations during peak hours by effectively managing resources and staff allocation.
- Resolved customer complaints and issues and offered thoughtful solutions to maintain customer satisfaction.
- Improved customer satisfaction rates with consistent quality checks and timely resolution of complaints.

Team Leader, Sales Operations

Globalstride Inc
2002 - 2006

Key Responsibilities:

- Developed team goals, managed performance, and took escalation calls as a subject matter expert.
- Fostered a culture of continuous improvement by holding regular team meetings to discuss best practices and share knowledge across the organization.
- Reduced employee turnover by recognizing top performers and creating tailored development plans for underperformers.

- Mentored junior team members, fostering a positive work environment that encouraged professional growth.
- Conducted regular performance evaluations, identifying areas of improvement and adjusting training programs accordingly.

A handwritten signature in black ink, appearing to read 'Vladimir Girard II Gorrez Oliveros', positioned above the printed name.

Vladimir Girard II Gorrez Oliveros