

RYAN LAYSON MONES

South Fundidor, Molo, Iloilo City 5000, Philippines

• Tel. No. (033) 337-6410 Mobile No. 09108523030

Email: ryanmones.cvs@gmail.com



OBJECTIVE

I am hardworking, reliable, and able to learn fast, with strong communication skills and organizational skills. I am looking forward to applying my knowledge and experience that will benefit the company by providing effective and quality work performance.

SKILLS AND AREAS OF EXPERTISE

Customer Service, Data Entry and Data Maintenance

Microsoft Office Word, Excel and PowerPoint

Telephone Etiquette and Social Media

PROFESSIONAL EXPERIENCE

SENIOR CUSTOMER SERVICE MANAGER

ADA/AAD Philippines FEBRUARY 2020 – DECEMBER 2024

- *Oversee the customer service department operations on a day-to-day basis.*
- *Meet all organization functions and standards for the eCommerce Enabler customer service, find solutions to improve the process and increase profitability.*
- *Help winning clients to ensure the revenue goal for the department is met.*
- *Hire, train and supervise agents to manager level.*
- *Handle problems that employees cannot handle by following policies and procedures. Find solutions that are not readily available to issues or concerns that require an additional level of support.*
- *Meet with other department heads as well as clients for updates of performance, monthly, quarterly, and annual reports, or business reviews. Identify challenges, provide insights and suggestions or recommendations.*
- *Coaching and weekly huddles to identify opportunities. Root cause analysis and action planning to improve team performance.*
- *Help with recruitment and training.*
- *Ensure the team helps with upselling and improving clients' sales.*
- *Ensure all customer complaints are resolved.*
- *Additional team to support including teams from the Philippines, Malaysia, Indonesia, and Thailand.*
- *Monthly, Quarterly, Annual/Yearly Business Reviews with clients.*
- *Ensure all managers and their teams' performance is at par.*
- *Guide the team in converting customer queries to sales and upselling to existing customers.*
- *Submitted Case Studies that won 1 Gold and 2 Silver Awards in the Asia eCommerce Awards 2024.*

TECHNICAL SUPPORT REPRESENTATIVE

Transcom Philippines, Iloilo Site February 2018 – January 2020

- *Assist Customers with technical and billing concerns.*
- *Upselling or adding new LOB if customer requested.*
- *Process changes of service or payment made by the customer.*

OPERATIONS MANAGER

Accentline Connecting Markets December 2015 – December 2017

- *Oversee the operations department on a day-to-day basis.*
- *Meet all organizational functions and standards for the call center, find solutions to improve the call center and increase profitability.*
- *Hire, train and supervise call center employees.*
- *Handle problem calls that their employees cannot handle by following policies and procedures.*
- *Communicate with the client for updates and expansion.*
- *Meet with other department heads as well as CEO's/COO's, President, Vice President and Administrative Head for updates, center performance, quarterly reports, and annual reports.*
- *Tracks call volume, reporting discrepancies and areas that need improvement to their employer.*
- *Helps in Recruitment (Initial & Final Interviews, Sorting, Shortlisting, End to End Recruitment, etc.)*
- *Provide one on one coaching with Team Leads/Project Managers.*
- *Provide coaching to agents if necessary.*
- *Root cause analysis for attrition and for teams that are not able to meet their deliverables.*

TEAM LEADER

Prosync Iloilo October 2014 – December 2015

- *Monitor daily performance of the Team.*
- *One on one coaching with each team member weekly.*
- *Send daily report to the operations manager.*
- *Provide action plans for every huddle for the team and metric outliers.*

- Validate low alerts received by an agent and provide action plan.
- Root cause analysis for each metric and for attrition as well.

CUSTOMER SALES ASSOCIATE

Startek Inc. June 2014 – October 2014

- Handle inbound calls for a cable company in the USA.
- Up-selling other services offered by a cable company in the USA.
- Process orders and manage accounts of customers for additional services customer requested.

OPERATIONS MANAGER

Iscos Global Solutions Co. May 2012 – April 2014

- Oversee the operations department on a day-to-day basis.
- Meet all organizational functions and standards for the call center, find solutions to improve the call center and increase profitability.
- Hire, train and supervise call center employees.
- Handle problem calls that their employees cannot handle by following policies and procedures.
- Communicate with the client for updates and expansion.
- Meet with other department heads as well as CEO's/COO's, President, Vice President and Administrative Head for updates, center performance, quarterly reports and annual reports.
- Tracks call volume, reporting discrepancies and areas that need improvement to their employer.
- Helps in Recruitment (Initial & Final Interviews, Sorting, Shortlisting, End to End Recruitment, etc.)

CUSTOMER SERVICE REPRESENTATIVE

Iscos Global Solutions Co. October 2011 – May 2012

- Handle inbound calls for a Dental Clinic in Florida, USA.
- Process claims for a Dental Clinic in Florida, USA.
- Process unclaimed payment for a Dental Clinic in Florida, USA.

CUSTOMER SERVICE REPRESENTATIVE

Echo Communications & Development Corporation January 2008 – September 2011

- Making outbound sales calls for a Satellite TV provider in the US.
- Handle inbound calls/customer service for a US based company.
- Assists in training new agents.
- Supervise new agents in taking calls for a US based company.
- Prepares daily and weekly reports for the clients and for the company's references.

EDUCATION

Bachelor of Science in Business Administration

Major in Management Accounting

March 2006

University of San Agustin

Gen. Luna St. Iloilo City, Philippines

LANGUAGES

- English
- Filipino

REFERENCES

Ms. Angeline Mah

H.R. Supervisor

AA Distribution Inc./ADA Asia

+60182601208

I hereby certify that the above information stated in this curriculum vitae is true and correct to the best of my knowledge.

Sincerely,

RYAN L. MONES