



## MELVIN LEE MAGAOAY HIZON

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Block 13 Lot 53 Reginald Street Xevera Subdivision Brgy Tabun Mabalacat City Pampanga



### OBJECTIVE

My main goal is to be part of a company that I know and I believe that will help me open doors to not only share my skills but also and most importantly to inspire, motivate and develop people. I want to see more like me who can really make a fruitful life in our industry



### SKILLS

As a Quality Specialist I develop the skills to check the implementation of the quality system, conducts quality assurance audits and monitors and records results from processes and procedures. Create and implement training materials for skills development focusing on customer experience and the foundation of being a great customer service representative.

As a supervisor the most important thing that I learned is to take care of our people. Making sure that we make them feel welcome, cared of and valued as part of the whole business. Being an effective leader should start from building that trust and getting our people's buy in these will make coaching and developmental path easier for us and most importantly for the agents.

Being part of the QA and Supervisor or operations team we get to handle a lot of reports with that I became equipped with excel, word and power point. I can also read, understand and evaluate reports to come up with smart action plans tailored fit to agents skills and progress. Lastly I am very confident and knowledgeable on how to do different and effective coaching styles.



### REFERENCE

**Joyce Gabriel - "RMS COLLECT PHIL INC."**  
Formerly Operations Manager  
09992218057

**Jose Paolo Joven - "RMS COLLECT PHIL INC "**  
Formerly Operations Manager  
0920 974 7142

**Don Robbie L. Demesa - "RMS COLLECT PHIL INC "**  
Supervisor  
09059029520



### EXPERIENCE

*October 2008 -  
February 2014*

#### **NCO/EGS/ALORICA**

Senior Agent  
Started as an agent for TMobile prepaid then got promoted to an SME or Senior Representative back then. Handled a team as a supervisor apprentice for TMobile Flexpay. I was also part of the Postpaid account where we became an umbrella account including sales and the very first uncarrer.

*May 2014 - May 2015*

#### **IQOR / RMS COLLECT PHIL Inc.**

Specialist  
Handled calls for Meteo PCS customer care areas we call it back then. Within this year I also got handpicked to join the DSG or Dealer Support Group which is a Tier 2 LOB.

*June 2015 - October  
2016*

#### **IQOR / RMS COLLECT PHIL Inc**

Quality Specialist  
I became part of the nesting quality team to start then I got transferred and was part of the production quality team and moved back to rejoin my DSG family as their designated and only QA with 150 agents. My last stint as a QA was with the TRBL team, troubleshooting LOB, I was part of the support group who pioneered this LOB.

*November 2016 -  
Present*

#### **IQOR /RMS COLLECT PHIL Inc**

Supervisor  
I started my career as a supervisor handling agents from nesting from 4 agents all the way up to 15 in a month. It was very challenging and motivating to develop people and the reward seeing them grow and become the best version of themselves in and out of work is priceless. I am also happy to see some of my agents got promoted from training to QA and as a supervisor like me. Then just last year I got picked again to be part of the pioneering team for the new LOB which is the ASW OR ASSURANCE WIRELESS LIFELINE ACCOUNT.



### EDUCATION



## PROJECTS

### **Senior Agent and Supervisor Apprentice**

Pioneered

Tmobile Flexpay

Tmobile Postpaid

Uncarrier

### **Quality Specialist**

Launch of the Voice of the Customers for MetroPCS

Pioneering Quality Specialist for the MetroPCS TRBL  
Axxlunt for Clark Pampanga Site

### **Supervisor**

Pioneering supervisor for ASW or Assurance Wireless  
Lifeline account in Clark Pampanga