

# CEHM ESCOTON

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Dynamic and results-driven professional with extensive experience in sales, customer service, and operations. Adept at leading and motivating teams to exceed business goals. Skilled in strategic planning, performance optimization, and fostering a culture of collaboration and excellence in fast-paced environments.

## EXPERIENCE

**AUG 2024 – MAR 2025**

**Sales Operation Manager – WhoCPA ASIA, Nutra Industry - WFH**

- Managed and optimized operational processes in a CPA affiliate network, driving high conversion rates and revenue growth in the Nutra industry.
- Led cross-functional teams to enhance traffic acquisition, campaign performance, and compliance with industry standards.
- Analyzed key performance metrics and implemented data-driven strategies to improve efficiency, fraud prevention, and advertiser satisfaction.

**JUL 2023 – AUG 2024**

**Customer Service Team Lead – Wheelzy FI USA, Towing Industry - WFH**

- Exceptional Leadership: Proven ability to lead and inspire a customer service team, fostering a culture of excellence, collaboration, and continuous improvement.
- Advanced Problem-Solving: Skilled in quickly resolving complex customer issues and effectively handling escalations, ensuring a seamless and positive customer experience.
- Strategic Planning and Execution: Proficient in developing and implementing strategies to enhance customer service operations, optimize workflow efficiency, and achieve key performance indicators (KPIs)

**APR 2022 – July 2023**

**Product Specific Trainer - Teleperformance PH.**

- Strong ability to effectively determine what each trainee has learned, adjust training techniques to meet individual needs and motivate trainees to develop new knowledge into skills and create an environment conducive to practicing new behaviors and assess whether new skills are being formed from learned knowledge
- Develop training materials such as handouts, presentations, and exercises
- Assess and evaluate the effectiveness of training programs and provide feedback to participants.

**MAY 2018 – APR 2022****Operation, Supervisor - Teleperformance PH.**

- Responsible for the attainment of client set goals, efficiency targets and overall team's performance and develop as an action plan to bridge the gap.
- Calibrate with other department such as Quality Assurance Analyst and Operation Managers to learning and agent development.
- Develop and train team's logical problem-solving skills.

**MAY 2017 – MAY 2018****Technical Support Representative - Teleperformance PH.**

- Answers simple to complex questions about installation, operation, configuration, customization and usage of assigned products.
- Applies basic diagnostic techniques to identify problems, investigate causes and recommend solutions to correct common failures.
- Escalates complex problems to higher level within organization.

**MAY 2015 – MAY 2017****Missionary of The Church of Jesus Christ of Latter-Day Saints**

- Responsibility to preach the gospel to all people, to baptize them, and to teach them to do all things that the Lord has commanded. Helping the children of God fulfill a condition prescribed by our Savior and Redeemer. We preach and teach to baptize the children of God so that they can be saved in the celestial kingdom instead of being limited to a lesser kingdom.

**EDUCATION****Bachelor of Science Information Technology – 2015 Datamex Institute of Computer Technology****SKILLS**

- Can analyze stats trends and formulate/implement action plans to ensure continuous improvement.
- Leadership and Management.
- Excellent interpersonal and communication skills and the ability to interact effectively with personnel at all levels.
- Detail-oriented and able to provide positive leadership and direction to personnel.
- Demonstrated ability to multi-task in a fast-paced environment and maintain confidentiality.
- Proficient knowledge of customer service, and standard office practices and procedures.

**CERTIFICATES**

- White Belt Six Sigma
- Supervisor Foundation Training Certified
- Leadership Academy Certified
- New Training and Development Course
- Returned Missionary