



# Xyron Garpida

**SEASONED BPO/RPO LEADER  
REMOTE SETTER**

## Executive Summary

- 12+ years experience as a Manager both in BPO (AU and US LOB) and RPO, managing performance, driving results and exceeding client expectations
- Set 3-4 appointments daily to discovery calls, scaling up the client's business.

## Areas of Expertise

- Conduct structured meetings to motivate and drive performance
- Root-cause analysis
- Closed-loop feedback
- Coaching to achieve goals
- Ability to make sound management decisions
- Flexible leadership style
- Strategic management thinking
- Stress management

## Reach me at:

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## References:

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## Work Experience

### SMS MANAGER | APPOINTMENT SETTER

Patriot Land Properties LLC

Nov 2023 - Present

- Responsible for communicating to prospects (via SMS using Launch Control) and qualifying those motivated to sell their vacant lots
- Responsible for comping vacant lot prices based on recently sold and pending on-sale vacant lots within the county using RedFin
- Responsible for cold texting prospects and nurturing them
- Responsible for building text campaigns, downloading and scrubbing lists from Real Estate site (DataTree)
- Responsible for creating sms templates and reviewing their performance based on response rates, tweaking them as needed

### SENIOR TEAM MANAGER

PSG Global Solutions Inc.

March 2022 - August 2023

- I was responsible for managing all aspects of the accounts that report to me. Specifically, this included ensuring that various client commitments are met, employees are properly motivated, performance-managed, coached and developed, and overall financial commitments of the account are met.
- I was directly responsible for managing my clients and ensure their ongoing satisfaction with the performance of my accounts.

### UNIT MANAGER (CSR & SALES TEAM LEADER)

Citigroup Business Process Solutions, Pte. Ltd.

October 2011 - December 2021

- Handled around 18-20 CSRs catering to Citibank AU Credit card clients, managing performance and driving results (NPS, AHT, QA)
- Spear-headed as a TL for a newly acquired Partner, BOQ Credit Cards
- Transferred in Q3 2015 to US Retail LOB to help out as a Unit Manager, until December 2021 when I resigned.

### CITIPHONE OFFICER (CSR & SALES)

Citigroup Business Process Solutions, Pte. Ltd.

March 2009 - September 2011

- Handled inquiries and concerns of Citibank AU Credit card clients
- Exceeded expectations on NPS, AHT and QA
- Became a Subject Matter Expert for 3 months before getting promoted