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EDUCATION

BA Public Administration

University of the Philippines, Diliman

BS Geodetic Engineering

University of the Philippines, Diliman

ENTREPRENEURIAL VENTURES

Owner / Manager

PunStar Manila

Clothing Line | 2021-Present

Owner / Manager

The City Farm PH

Plants and Gardening Supplies | 2018-2022

Owner / Manager

Prawnstar Manila

Restobar | 2011-2014

Owner / Manager

The Accent

Training Center for BPO | 2004-2008

SKILLS

People Management

Project Management

Process Optimization

Marketing

Sales

Ceasar Delloso

Senior Team Leader

2019 - 2024

Filcan Global Envelope Strategies, Inc.

- Managed a team of 12-20 Customer Service Representatives, Virtual Assistants, and Customer Success Managers
- Developed performance evaluation and improvement processes
- Designed coaching and development processes
- Created the reporting and documentation process for the company
- Managed Team Leaders

Team Leader

2012 - 2019

VXI Global Holdings, Inc.

- Managed a team of 15-20 agents
- Acted as Assistant Operations Manager
- Handled client calls regarding daily stats and WBR presentations, product updates, escalations, and process improvement discussions
- Developed and implemented the LOB's PSP program (Outliers management)
- Initiated and created a callback/follow-up process approved by the client

Customer Service Representative

2007 - 2012

VXI Global Holdings, Inc.

- Telco customer service and sales
- Upselling, retention, and win-back

Project Manager

2002 - 2004

Inventory Exchange Center, Inc.

- Handled production optimization and improvement projects
- Handled special projects delegated by the CEO of the company
- Created and launched an employee cooperative

Math and Music Tutor

1999 - 2002

Various tutorial centers

- Taught guitar and drums lessons
- Taught high school, and college mathematics

INTERESTS

- Band Bass Guitarist
- Weekend Golfer
- Writing