

KEN VOLANTE

PEOPLE MANAGER - BPO

+639668851243

Kenchan.volante@gmail.com

Mandaluyong, PH

CORE COMPETENCIES

- Employee Development & Coaching
- KPI Optimization & Process Improvement Workshop
- Talent Management & Retention
- Data-Driven Decision Making
- Client Relationship Management

PROFESSIONAL OVERVIEW

Experienced People Manager in the BPO industry, skilled in driving employee development and improving operational KPIs. Proven ability to lead initiatives that enhance team performance, foster growth, and optimize processes to meet business goals. Expertise in designing training programs, implementing performance management strategies, and using data-driven insights to boost efficiency and client satisfaction.

WORK EXPERIENCE

Senior Team Leader | Project Manager

Concentrix | 2023 – present

As Project Manager for Customer Service Sales, I led initiatives to improve service delivery and drive sales performance. I managed cross-functional teams, optimized processes, and analyzed KPIs to ensure projects met goals. My strengths in data-driven decisions and team collaboration helped deliver successful, on-time results while enhancing customer satisfaction and sales outcomes.

- Lead and manage customer service sales projects, ensuring alignment with client goals and business objectives.
- Oversee project timelines, optimize processes, and analyze KPIs to drive continuous improvement in service quality and sales performance.
- Piloted Team projects that have improved Sales KPI in less than 3 months
- Created a knowledgebase for employees to improve efficiency

Team Leader

Concentrix | 2016 – 2022

As a Team Leader for Sales, Customer Service, and Technical Support, I successfully led teams to exceed performance targets while ensuring exceptional service quality. My key accomplishments include improving team efficiency, enhancing customer satisfaction, and driving consistent sales growth.

- Managed and mentored a diverse team, fostering a high-performance culture and achieving both sales and service goals
- Implemented process improvements and training programs that boosted team productivity and customer satisfaction.
- Utilized strong communication, problem-solving, and analytical skills to address challenges and enhance service delivery across sales, customer service, and technical support functions.

TECHNICAL SKILLS

- Data Analysis & Reporting
- Process Management
- Budget Management
- Collaboration Tools
- Technical Understanding of Products/Services
- Documentation & Reporting