

# ISAGANI I. GUNTAN

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Dynamic and self-motivated professional with over 13 years of experience delivering quality customer service across the Pacific. Skilled in effective communication, call handling, and meeting company goals. Results-driven and committed to exceeding expectations with a solutions-focused approach.

## EXPERIENCE

2022 – 2024

TRUIST

Team Leader

- Manages daily team operations, including attendance, staff coverage and SLAs.
- Provides coaching and performance support to team members.
- Evaluated agents' calls, identifying areas for improvement and action plans to enhance agent performance.

2019 – 2022

ATT CONNECTED CAR

Outbound Sales Specialist

- Making outbound calls to introduce products or services, qualify leads, and engage customers in meaningful conversations to close sales.
- Maintaining an in-depth understanding of the company's products or services to effectively pitch and answer customer inquiries.
- Establishing and nurturing relationships with customers to encourage repeat business and referrals.
- Meeting or exceeding sales goals and quotas set by the company.

2017 – 2019

PAYPAL AUSTRALIA

Dispute, Limitation, Transaction Specialist

- Ensuring that all dispute and transaction processes comply with company policies, legal regulations, and industry standards.

2016 – 2017

CITIBANK CUSTOMER CARE

Escalations Associate

- Addressing and resolving customer complaints, concerns, or complex issues that frontline representatives cannot resolve.

2008 – 2016

SITEL PHILIPPINES

Mentor / Team Leader

- 3 years as Technical Support Associate
- 2 years as Home Delivery Associate
- 3 years as Mentor / Team Leader for Sears Home Delivery

## EDUCATION

### BACHELOR OF SCIENCE IN INDUSTRIAL ENGINEERING,

BETI College of Technology

Baguio City

## SKILLS

- **People Management & Leadership:** I have honed my leadership skills by coaching and mentoring teams, fostering growth, and enhancing performance.
- **Quality Assurance:** My experience in ensuring the delivery of high-quality services has allowed me to create systems that maintain excellent standards in customer experience.
- **Performance Improvement:** I specialize in driving performance by creating tailored strategies and techniques that promote continuous development and achievement of Key Performance Indicators (KPIs).
- **Problem-Solving:** I bring a structured, yet flexible, approach to problem-solving, always focusing on the needs of both customers and the team.
- **Coaching & Skill Enhancement:** By creating a culture of continuous learning and development, I have successfully enhanced the skills of individuals, fostering both personal and professional growth.