

JOANNE ALEXIS ASUNCION

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Pampanga, Philippines

PROFILE

To secure a position in a company that fosters personal and professional growth, allowing me to fully utilize my skills and contribute meaningfully while evolving into a dynamic and well-rounded professional.

EDUCATION

TRINITY UNIVERSITY OF ASIA

Quezon City, Metro Manila, Philippines

2009 - 2005

- Bachelor of Science in Nursing
- Philippine Nursing Board Exam Passer (June 2009)

SKILLS

- Adaptability
 - Lead changes & improvements
- Teamwork
 - Lead & motivate downlines
- Time Management
- Data & Analysis
 - Track and analyze performance.
 - Identify trends and solve problems.
- Effective Communication
- Operations & Process Improvement
 - Improve workflows & manage staffing

LANGUAGES

- English
- Filipino

WORK EXPERIENCE

- **2022 - Mar 2025 (3 years)** TTEC Customer Care Management Philippines, Inc.
Operations Manager
 - Oversee daily operations of the messaging call center to ensure smooth service.
 - Improve processes for better efficiency and customer satisfaction.
 - Manage and support team members to boost performance.
 - Use data to drive improvements and reduce response times.
 - Ensure compliance with company policies and industry standards.
- **2017 - 2022 (5 years)**
Team Lead / Supervisor
 - US Telco Account - Messaging (3 years)
 - US Telco Account - Voice (3 years)
- **2016 - 2017 (2 years)**
Assistant Team Lead
 - US Telco Account - Voice
- **2009 - 2016 (7 years)**
Training Assistant
 - US Telco Account - Voice (6 months)
Gen Care Representative
 - US Telco Account - Voice (2 years)
Technical Specialist
 - US Telco Account - Voice (3 years)
 - US ISP (9 months)
Customer Care
 - US Telco Account - Voice (2 years)