

Von Xyrius G. Ignacio
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May 5, 1986
Roman Catholic

155Lbs.
5'10"

Married

Professional Summary:

Results-driven and highly skilled professional with over 10 years of experience in team leadership, technical support, customer service, logistics, and data analysis across various industries. Proven expertise in managing cross-functional teams, overseeing complex escalations, and improving service delivery in fast-paced environments. Adept at Trust and Safety management, ensuring secure and positive user experiences through content moderation and account security. Experienced in logistics and supply chain management, optimizing operations to enhance customer satisfaction and operational efficiency. Expertise in utilizing data analytics, root cause analysis, and performance metrics to improve processes, reduce inefficiencies, and meet key performance indicators (KPIs). Committed to continuous development and fostering a positive, collaborative work environment.

Core Competencies:

- **Data Analytics & Reporting:** Proficient in analyzing large datasets to identify trends, providing actionable insights that drive decision-making and enhance operational efficiency.
- **Root Cause Analysis:** Expertise in applying root cause analysis techniques to identify key issues affecting performance and implementing long-term solutions.
- **Trust & Safety Management:** Skilled in overseeing account security, content moderation, and user safety, ensuring a secure and enjoyable environment for all users.
- **Logistics & Supply Chain Management:** In-depth knowledge of logistics operations, including shipment tracking, order fulfillment, and supply chain coordination.
- **SMART Goal Development:** Skilled in developing and executing SMART (Specific, Measurable, Achievable, Relevant, Time-bound) goals to align with organizational objectives.
- **Team Leadership & Coaching:** Proven ability to lead, mentor, and inspire teams to achieve high levels of performance, productivity, and development.
- **Customer Escalation & Resolution Management:** Extensive experience managing customer escalations, providing timely solutions, and ensuring high customer satisfaction.
- **Process Improvement:** Focused on continuously enhancing workflows, identifying inefficiencies, and optimizing operational processes to drive effectiveness.
- **Account & Stakeholder Management:** Expert in managing client relationships, ensuring accurate data entry, and maintaining data integrity in CRM and TMS systems.
- **Cross-functional Collaboration:** Strong track record of working effectively with teams across departments to resolve issues, enhance policies, and improve service quality.
- **Performance Metrics & KPIs:** Skilled in defining and implementing key performance indicators (KPIs) to measure success and guide improvement strategies.

Educational Background:**Tertiary Education:**

AMA Computer University East Rizal

B.S Computer Science (2003–2008)

Secondary Education:

Cainta Catholic College (2000–2003)

International Baptist Academy (1999-2000)

Primary Education:

Good Shepherd Christian School (1995–1999)

Trainings & Certifications:

Windows 7 Operating System – September 2009

Cisco Network Academy – October 2007

Networking of Computers - Wireless – December 2007

COMELEC Election 2006-Tabulator – May 2006

MS Excel – November 2013

Financial Concept – August 2013

Coaching Workshop – Stellar – November 2013

Stellar R4TS – Team Leader Training Program – November 2013

7 Habits of Highly Effective People – November 2013

Root Cause Analysis – November 2013

Stress Management – June 2013

Emotional Intelligence – June 2013

Problem Solving and Decision Making – June 2013

Job Experience:**Acquire Asia Pacific / Acquire BPO**

August 2019 – Present

Supervisor, Account Management – Hub Group

2022 - Present

- Led a team of Account Management Specialists responsible for managing and handling client accounts, ensuring timely resolution of escalated issues and maintaining high customer satisfaction.
- Supervised track and trace operations to ensure the accurate monitoring and updating of client shipments and deliveries.
- Coordinated appointment scheduling, ensuring timely and efficient scheduling with client's facilities, warehouses and terminals to optimize operations.
- Managed tendering processes, including preparing and submitting bids, as well as overseeing accessorial charges to ensure accurate billing and compliance.
- Directed cross-operations communication, facilitating effective collaboration between internal teams, clients, and terminals to resolve issues and streamline processes.
- Ensured precise order entry, managing the accuracy of data and maintaining efficient workflows.

- Managed and maintained the integrity of account information in various Transport Management Systems (TMS) and Customer Relationship Management (CRM) systems, ensuring data consistency and accuracy.
- Data Analysis & Reporting: Collected and analyzed large datasets to identify patterns and trends, providing actionable insights to guide decision-making. Applied root cause analysis to uncover underlying issues affecting operational efficiency.
- Led the development and implementation of team performance metrics, providing training, coaching, and feedback to team members for continuous improvement.
- SMART Goal Creation: Worked with leadership to define and implement SMART goals (Specific, Measurable, Achievable, Relevant, Time-bound) based on data-driven insights to align with organizational objectives.
- Action Plan Development: Developed and executed action plans to address performance gaps identified through data analysis, ensuring continuous improvement and alignment with business goals.

Team Lead, Trust and Safety - Roblox Corporation

2019 - 2022

- Led a team of Trust and Safety specialists responsible for overseeing account ownership and content moderation, ensuring a safe and enjoyable environment for all Roblox users.
- Managed escalations and sensitive issues related to account security, including the verification of hacked accounts through IP checking and tracing to resolve user claims efficiently.
- Secured compromised accounts by leading recovery efforts, including resetting passwords, applying multi-factor authentication, and providing guidance to users on safeguarding their accounts.
- Conducted deep investigations into user claims of account compromise, ensuring a thorough, fair, and transparent resolution process while maintaining user trust.
- Enforced content moderation policies by reviewing and blocking harmful images, inappropriate content, and other materials that violated community guidelines.
- Led efforts to continuously update and refine Trust and Safety processes and policies in response to new trends, ensuring alignment with industry best practices.
- Facilitated dispute resolution between users, applying Roblox's policies while balancing fairness, empathy, and security to maintain a positive community experience.
- Collaborated with product, engineering, and legal teams to refine policies and improve security measures based on evolving trends and user feedback.
- Monitored team performance, provided coaching, constructive feedback, and performance reviews to ensure high standards of service and continuous development.
- Analyzed data trends related to account security, content moderation, and user behavior to generate actionable insights and improve team efficiency.
- Contributed to the creation of key performance indicators (KPIs) and data-driven reports to track team success and identify areas for improvement.
- SMART Goal Creation: Worked with leadership to define and implement SMART goals (Specific, Measurable, Achievable, Relevant, Time-bound) based on data-driven insights to align with organizational objectives.
- Action Plan Development: Developed and executed action plans to address performance gaps identified through data analysis, ensuring continuous improvement and alignment with business goals.

Axiem Corporation / Offshore Business Processing Inc.

May 2018 – July 2019

Shared Services Supervisor – Australian Freight Forwarding and Supply Chain Operations (Multiple Clients)

- Supervised cross-functional teams, including brokers, tracers, data entry specialists, and supply chain coordinators, ensuring seamless daily operations.
- Oversaw accounts payable and receivable processes, maintaining accuracy and compliance with financial standards.
- Managed the end-to-end supply chain process, coordinating with internal teams and external stakeholders to meet delivery timelines.
- Streamlined workflows and implemented process improvements, reducing turnaround times and enhancing operational efficiency.
- Conducted regular team training, performance evaluations, and mentoring to build a high-performing workforce.
- Collaborated with clients and stakeholders to resolve escalations, ensuring customer satisfaction and service excellence.

Stellar Philippines

September 2012 – December 2017

Team Leader – National Broadband Network Australia

- Supervised a team managing order support processes, ensuring timely and accurate processing of NBN orders for residential and business customers.
- Directed the HFC technical support team, providing advanced troubleshooting for Hybrid Fiber Connection issues, including hardware diagnostics and network configuration.
- Ensured compliance with NBN policies and industry regulations, maintaining service delivery quality.
- Collaborated with cross-functional teams to resolve escalated cases, minimizing service disruptions and improving customer satisfaction.
- Conducted regular training sessions, performance evaluations, and coaching to enhance team productivity.
- Analyzed operational metrics to identify areas for improvement and implemented process enhancements to achieve key performance indicators (KPIs).

Team Leader - Simply Energy Australia

- Led a team responsible for managing billing, invoicing, and debt collection processes for Simply Energy Australia, ensuring accuracy and timely resolution.
- Oversaw aging debt portfolios, developed effective collection strategies, and improved recovery rates.
- Managed and resolved customer disputes within SLA timeframes, maintaining high client satisfaction levels.
- Ensured compliance with Australian energy industry regulations and company policies.
- Conducted regular training sessions, mentoring team members to enhance their skills and productivity.

- Collaborated with stakeholders to streamline billing and dispute resolution processes, reducing inefficiencies.

Convergys Philippines

November 2011 – May 2012

Level 2 Technical Support Specialist - HP and Microsoft Campaigns

- Provided advanced technical support for HP laptops, desktops, and peripherals, diagnosing and resolving complex hardware issues.
- Troubleshooted and resolved Microsoft operating system errors, application crashes, and software conflicts.
- Collaborated with Tier 1 teams and other departments to resolve escalated cases efficiently.
- Utilized diagnostic tools to identify root causes of hardware and software failures, ensuring timely resolutions.
- Documented all interactions and resolutions in CRM systems, maintaining accurate technical records.

Teletech

September 2010 – October 2011

Tier 2 Technical Support Representative - Telstra Bigpond

- Provided advanced technical support for Telstra Bigpond ADSL customers, resolving connectivity issues, modem configurations, and line faults.
- Assisted Tier 1 support agents by providing technical expertise and guidance for escalated cases.
- Performed line diagnostics and utilized network tools to identify and resolve service interruptions.
- Documented customer interactions, solutions, and unresolved issues in CRM systems for effective follow-up.
- Maintained excellent customer satisfaction scores by delivering prompt and accurate technical solutions.

Teleperformance

August 2008 – August 2010

Tier 2 Technical Support Representative - Verizon

- Resolved escalated technical issues for Verizon ADSL customers, including network connectivity, modem configurations, and line testing.
- Guided Tier 1 support agents with advanced troubleshooting techniques to resolve customer concerns efficiently.
- Utilized diagnostic tools to identify and fix ADSL line faults, improving first-contact resolution rates.
- Documented customer interactions, resolutions, and escalations in CRM systems, ensuring accurate reporting.
- Provided excellent customer service, maintaining satisfaction ratings above company benchmarks.

Character Reference:

Available upon request.