

Poblacion St.
CORDOVA CEBU, PHILIPPINES 6017
09913654195
RCAAYON17@GMAIL.COM

RHONALIA MANDADO CAAYON



ABOUT ME

Results-driven professional with extensive experience in operations supervision, account management, and customer service. Skilled in handling escalations, enhancing team performance, and optimizing workflow. Adept at handling client escalations, improving team performance, and optimizing workflows. Strong communicator and leader, adept at managing teams, implementing strategies, and fostering client relationships in fast paced environment.

Outside of work, I find peace in nature, whether exploring trails or enjoying a walk outdoors.

EXPERIENCE

INTOUCHCX

ONE MONTAGE AYALA CEBU — OPERATIONS SUPERVISOR

SEPTEMBER 2024 – MARCH 2025

- Analyzed support data to identify performance trends and areas for improvement
- Monitored team performance metrics, improving response and resolution times by 5% exceeding service level agreement benchmarks
- Supervised a team of email support agents, enhancing response efficiency and resolution times by 20%
- Enhanced customer satisfaction by 5% through proactive issue resolution and continuous improvement strategies
- Led quality assurance initiatives, improving email response accuracy by 5%

MODER SOLUTIONS

JDN SQUARE MANDAUE CEBU — Sr. Customer Service

JANUARY 2024 – AUGUST 2024

- Processed and verified monthly mortgage payments for over 100 clients, ensuring compliance with financial policies
- Achieved a 95% customer satisfaction score by resolving 90% of inquiries on the first contact and reducing escalations by 30% through effective problem-solving and personalized support
- Managed high-volume escalations related to insurance, taxes, and account inquiries, reducing complaints by 15%

CONCENTRIX

MACTAN NEWTOWN LAPU-LAPU CITY – *Operations Supervisor*

MARCH 2021 – JANUARY 2024

- Resolved escalated customer issues, improving retention and reducing churn by 10%
- Managed voice and chat support for United States and United Kingdom e-commerce clients, ensuring 24/7 service coverage
- Developed strategic initiatives that enhanced account management processes and team performance
- Supervised compliance with health and safety requirements, optimizing workplace standards

Subject Matter Expert

NOVEMBER 2020 – MARCH 2021

- Provided in-depth knowledge and expertise to support customer service and technical teams in resolving complex inquiries
- Conducted training sessions and mentoring programs to improve team performance and product knowledge by 10%

Customer Service Representative

September 2019 – November 2020

- Implemented feedback-driven improvements, enhancing service satisfaction scores by 12%
- Assisted customers with order processing and product inquiries through phone, email, and online channels

THE RESULTS COMPANY

MACTAN NEWTOWN LAPU-LAPU CITY – *Technical Support*

APRIL 2019 – SEPTEMBER 2019

- Asked customers targeted questions throughout troubleshooting to determine smart solutions.
- Provided clear and concise step-by-step technical support to guide clients.
- Resolved service user requests within target timeframes.

TECH MAHINDRA

EBLOC 3 IT PARK LAHUG – *Customer Service Representative*

SEPTEMBER 2018 – MARCH 2019

- Assisted in fulfilment of customer orders placed in person, via email, online and by telephone.
- Monitored customer surveys and feedback to develop corrective actions for service-related issues.
- Processed and issued product orders and service upgrades for customers.
- Assisted customers with product-related questions, feedback and complaints.

EDUCATION

EASTERN VISAYAS STATE UNIVERSITY

Bachelor's in Hotel & Restaurant Technology

UnderGraduate

TASK EXPERTISE

Data Management
Process Creation
Schedule Management
Customer Relations & Sales
Event Planning
Meeting Facilitation
Travel Support
Document Preparation
Research

PROFICIENCY IN TOOLS

Asana
Canva
Descript
Google Sheets
Google Slides
Google Docs
Google Calendar
Google Mail
Google Meet
Loom
Microsoft Excel
Microsoft Powerpoint
Slack
Zendesk
Zoom

INTERESTS

Cooking
Hiking
Music
Drawing
Public Speaking