



Contact

Phone

0966-180-4605

Email

rona.bangco@gmail.com

Address

San Jose Matulid, Mexico City,
Pampanga, Philippines

Education

2010

Bachelor of Science in Computer Science

Eastwoods Professional College of
Science and Technology

Core Competencies

- Team Leadership & Development
- Customer Experience Enhancement
- Process Improvement & Efficiency
- Performance Coaching & Mentoring
- Project Management
- KPI Management
- Conflict Resolution

Proficiency in Tools

- MS Office Suite
- Google Suite
- Avaya
- Salesforce
- Kronos
- Citrix
- Slack
- Zoom

Rona Bangco

Dynamic and results-oriented professional with over 10 years of experience in Customer Service within the telecommunications and healthcare sectors, including tenure at a leading Fortune 500 company. Proven track record of progressing from Customer Service Representative to Operations Manager, adept at leading teams of 60+ experts, fostering a culture of excellence, and driving process improvements. Exceptional organizational, project management, and problem-solving skills, with a strong focus on collaboration, coaching, and team development.

Experience

2023 - 2024

Connext International I Pampanga, Philippines

Operations Manager

- Led operations for healthcare clients, managing a diverse team and ensuring compliance with industry regulations and standards.
- Implemented strategies to enhance service delivery and improve patient experiences, resulting in increased client satisfaction.
- Collaborated with cross-functional teams to streamline processes and drive efficiency, ultimately contributing to revenue growth.

2021 - 2022

TTEC I Pampanga, Philippines

Operations Manager

- Supported a team of over 60 customer service experts and six team leads, implementing coaching models and analysis tools to enhance performance.
- Collaborated across departments to streamline processes and increase revenue by managing occupancy, productivity, and attrition effectively.
- Focused on delivering industry-leading customer experiences by managing escalated calls and resolving complex customer concerns

2019 - 2021

TTEC I Pampanga, Philippines

Team Lead

- Coached team members in job-related techniques to enhance performance and achieve long-term resolutions.
- Managed team workload to meet targets for specific KPIs, fostering a high-performance culture.
- Executed timekeeping tasks to ensure punctuality and accurate tracking of work hours.

2017 - 2019

TTEC I Pampanga, Philippines

Assistant Team Lead/Customer Resolution Specialist

- Initiated customer interactions through phone and chat, addressing account, service, and billing issues.
- Developed long-term solutions by building rapport and identifying root causes through probing questions.

2012 - 2017

TTEC I Pampanga, Philippines

Customer Service Representative

- Initiated and received customer conversations through phone and chat platforms
- Provided long-term resolution to the customer's issues including account, service, and billing concerns
- Resolved outstanding and underlying issues through building rapport and asking probing questions to identify root cause