



Redgie Delamida

OBJECTIVE

Results-driven Customer Service Team Leader with 5+ years of experience in leadership, coaching, and upselling. Passionate about driving customer satisfaction, revenue growth, and team performance by optimizing operations and mentoring agents to exceed goals. Dedicated to enhancing experiences, streamlining processes, and fostering a high-performance culture to drive success.

EXPERIENCE

TEAM LEADER

AFNI | Sta Rosa | July 2024 – Present

- Transition | Jumpstart Coach

TEAM LEADER

Concentrix | Alabang | August 2022 – June 2024

- Jumpstart Team Lead / Production
- Effectively coach direct reports on their performance on a regular basis to ensure performance metrics are achieved at a minimum weekly.
- Ensure service delivered to our customers meets contractual Key Performance Indicator ('KPIs') and financial expectations.
- Daily, Weekly and Monthly Reports to Manager and Clients using the latest performance of the team.

CONTACT

Calamba, Laguna
delamidaredgie1@gmail.com
09171066160

EDUCATION

CITY COLLEGE OF CALAMBA
Bachelor of Science in Information
Technology

SKILLS

Teamwork and Collaboration



Coaching and Mentoring



People Management



Data Analytics



Accountability and Teamwork



AWARDS AND ACHIEVEMENTS

- Top 1 Transition Team Leader for December 2024
- Top 2 Team Lead for FY 2024 for all vendors
- Top 1 Team Lead for Quarter 4 FY 2023 for all vendors
- Top 1 Team Lead for Quarter 4 FY 2024 for all vendors
- Ultimate Wingman for the year (2022)
- Top 1 Agent for NPS September - November 2020
- Top 1 Top 1 Senior Agent for NPS August to September 2021

CUSTOMER SERVICE REPRESENTATIVE

Concentrix | Alabang | April 2019 - 2022

- Handles day to day calls (Voice and Chat) for billing, technical and service concerns.
- Primary role is to assist customers with inquiries, provide information about products or services, resolve complaints or issues, and ensure a positive customer experience.
- Has effective communication skills, patience, problem-solving abilities, and a customer-focused mindset to effectively address customer needs and concerns.

REFERENCE PERSONS

Jonathan Bautista

Operations Manager | Concentrix
09061685220

Cesar Honrubia JR.

Operations Manager | Concentrix
09088133269