

Mark Danvid Reyes

35 4th St Youngstown Village
Cainta Rizal 1900
+63.919.265.3000
work.markyreyes@gmail.com

EXPERIENCE

Wells Fargo India and Phils LLC — *Fraud and Claims Associate Manager*

JULY 2017- PRESENT

Responsible for overseeing the investigation and resolution of fraudulent activities involving the customer's debit cards, checking/savings accounts, and other deposit products and online banking. My role ensures compliance with regulations, minimizes financial losses, and enhance fraud prevention strategies.

Acquire BPO — *Customer Service Supervisor*

JUNE 2016 - JULY 2017

Oversees team of customer service representatives to ensure excellent customer service support, efficient problem resolution, and high customer satisfaction. Bridge management and frontline employees while maintaining service quality and operational efficiency.

Foundever (Sitel Phils) — *Operations Sales Supervisor*

AUGUST 2010 - MAY 2016

Manages a team of sales agents conducting outbound calls, ensuring sales targets are met, maintaining high customer service standards, and following company policies. Provide training, coaching and performance monitoring to drive revenue growth and improve customer satisfaction.

EDUCATION

Technological Institute of the Phils — *BS Electronics and Communications Engineering*

Character Reference

Available upon request.

SKILLS

Team Management
Data Analysis
Coaching and Mentoring
Decision Making
Risk Management
Adaptability

LANGUAGES

English
Filipino