

CARMELO VITUG



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✉ carmelovitug@gmail.com

📍 Calibutbut, Bacolor,
Pampanga 2001

Education

BS in Business Management
(Under graduate)

Los Angeles Valley College (1997-
1999)

5800 Fulton Ave.

Van-Nuys, CA 91401

James Monroe High School
9229 Haskell Ave. North Hills, CA
91343 USA

Skills

Solid organizational skills with the ability to balance workloads efficiently, can coordinate multiple projects simultaneously, meet deadline under stringent time constraint and approaches work meticulously, flexible willing to take more responsibilities as needed devote time necessary to complete deadlines. Ability to learn programs and process quickly, computer literate with excellent verbal and written skills in fluent in English, proficient in Word and Excel.

Language

English/ Filipino

Objectives

To establish a career in a growing company that provides growth and development as well as professional fulfilment and contribute in up-lifting company's vision and mission through the application of the concepts learned from my experience and skills.

CAREER EXPERIENCES

Dec 2025

-

Present



Bridges of Hope Nueva Ecija

Staff Facilitator

📍 Purok 1, Brgy. Bakero, Cabanatuan City, Nueva Ecija, 3100

- In charge of schedule of the center.
- Facilitate activities of the residents.
- Observe the behaviors of the residents.
- Counsel residents.
- Encoding data using Word and Excel.

Jan 2025

-

Sep 2025



Alorica/ T-Mobile

Lead Quality Assurance Analyst

📍 Clark, Angeles, Pampanga

- Call/Interaction Monitoring: Listen to and assess inbound/outbound calls, chats, and emails.
- Coaching & Feedback: Provide constructive feedback to agents and supervisors and Collaborate with trainers and team leads to improve agent skills.
- Compliance & Process Adherence: Ensure agents follow T-Mobile's policies and regulatory requirements and Report any compliance violations or process gaps.
- Continuous Improvement Initiatives: Participate in process improvement discussions and Work with management to implement best practices.

2022

-

2024



Alorica/ T-Mobile

Mentor

📍 Clark, Angeles, Pampanga

- Agent Development & Coaching: Provide real-time coaching and support to agents, especially new hires or those needing improvement and Offer tips and best practices to enhance customer service skills.
- Performance Monitoring: Track agent performance based on key metrics and Identify areas where agents struggle and provide targeted assistance.
- Floor Support & Escalation Management: Assist agents in de-escalating difficult customer interactions and Help resolve complex issues in real-time.



CAREER EXPERIENCES

2021
-
2022



Alorica/ T-Mobile **Expert Care Representative**

📍 Clark, Angeles, Pampanga

- Advanced Customer Support:
- Handle escalated customer inquiries, complaints, and requests that require expert-level knowledge.
- Provide comprehensive support for T-Mobile services, including mobile devices, plans, billing, technical troubleshooting, and account management.
- Resolve complex issues efficiently, ensuring customer satisfaction and retention.

2020
-
2021



Bridges of Hope Pampanga **Community Supervisor/Facilitator**

📍 32-7 Flora Ave., Nepo Center, Cutcut, Angeles City, Pampanga 2009

- In charge of schedule of the center.
- Facilitate activities of the residents.
- Observe the behaviors of the residents.
- Counsel residents.
- Encoding data using Word and Excel.

2011
-
2019



Classic Mosaics Corporation

Product Designer/ Product Manager/ Human Resource/ Material Resource

📍 Brgy. Calulut, City of San Fernando, Pampanga

- Designing through AutoCAD and build furniture for export client Pier 1 Import.
- Figure material and labour costing.
- Supervise the manufacturing process from assembly to packaging.
- Responsible for recruiting, screening and placing workers.
- Handle employee payroll.

2009
-
2011



Fitness First

Personal Fitness Coach

📍 SM Pampanga, City of San Fernando, Pampanga, 2000

- Customize individual workout programs for clients.
- Assist, motivate and act as role model for clients.
- Monitor changes in their health fitness.
- Create special diets for individual clients.
- Recruit and make sales in personal training.

CAREER EXPERIENCES

1997
-
2000



Quiambao Tire Supply

Proprietor

📍 118 Mc Arthur Hi-way, Sta. Teresita, City of San Fernando Pampanga

- Manage all operation of the shop (supply, inventory, sales and delegate workers)
- Keeps the costumers in mind at all times identifying and addressing concerns and needs to seek and provide quality service to build customer loyalty.
- Complete tasks accurately, thoroughly and with an eye toward quality and in accordance with established process and procedures.

2017
-
2019



Fresh Choice Restaurant

Head Waiter

📍 8850 Tampa Ave. Northridge, CA 91324 USA

- Responsible of customer's experience.
- Coordinate all actions involving customers such as welcoming guests, ordering, delivering the food and beverages and supervise financial transactions.
- Monitor customer service, check dining room cleanliness.
- Supervise the work of staff on different shifts.

1996
-
1997



Burger King

Crew Member

📍 354 W. Huntington Dr. Monrovia CA 91016

- Meeting and greeting customers, taking
- Taking food and drink orders
- Preparing food and drinks orders
- Answering questions about menu, policy and services to providing excellent customer care.

1995
-
1996



China In Restaurant

Crew Member

📍 15301 Ventura Blvd. Sherman Oaks, CA 91403 USA

- Prepare and serve food, process customer payments and provide customer service.

REFERENCES

Michael Felix K. Carag

Bridges of Hope Pampanga

Program Director

Phone: 0917-108-3615

Camille Lopez - Espergoza

Alorica, Clark

Supervisor Quality Assurance

Phone: 0927-760-7202

I certify that all information provided in this resume is accurate and complete to the best of my knowledge.


Carmelo Q. Vitug