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# Ardrey Piencenaves

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## Objective

Dynamic and results-driven Team Leader with 14+ years of experience in BPO operations spanning Financial Services, Risk & Compliance, Customer Service, Collections, Workforce Management, and Fraud Prevention.

March 2024 - Current

### **Team Leader - Ubiquity – *Dispute Intake & Investigation***

- Assigned to handle 17-20 agents (Pioneered Intake / Chat within Branch)
- Oversaw 2 complex programs (BRANCH & HIGHNOTE)
- Handles escalation calls or emails
- Assist in queue management meeting SLA
- Conduct business reviews and performance management activities to assist in the agent's continuous development
- Maintain knowledge of client's business and client relationships

October 2022 - December 2023

### **Team Leader – CBE Companies – *Telco Fraud***

- Review fraud reports to avoid loss in revenue
- Facilitates and monitor agents' performance
- Analyzes, monitors and coach agents' performance and develop opportunities
- Maintain knowledge of client's business, products and/or services

June 2021 – October 2022

### **Sr RTA / Scheduler / Planner – SITES - *WFM***

- Assigned to work on scheduling for an account with 90 Headcount
- Monitors queue Real-time and make skill changes as needed
- Analyzes, monitors and balances real-time staffing levels vis-a-vis call volumes, busy lines, production issues
- Real-time analysis daily to ensure employee schedule adherence and management and tracking of off-line exceptions (segments)

August 2020 – June 2021

### **Customer Service Representative – SITES - *Operations***

- Working in an inbound environment assisting gym / club members on their concerns on their membership
- Analyze and provide suitable payment plan based on the need of the club members

January 2020 – May 2020

**Loan Admin Officer – Loanworks Technologies - *Operations***

- Lodgment, loan tracking processes, prepare files, and follow up on missing information / documents (creating new customer / loan records via CRM, ensuring supporting documents are completed properly and signed, data entry in CRM & ApplyOnline)
- Handles settlement process (organizing required documentation from various parties to ensure settlement, providing current account access to customers, Organizing conference calls/ phone meetings to handover customer queries to the appropriate area/ post settlement)
- Customer & Lender communication (follow up w/ customer queries and make sure that all supporting documents are received by lender or vice versa)

July 2018 – January 2020

**Team Leader – WNS – *Collections***

- Handles Inbound queries from consumers about their utility accounts
- Facilitate and monitor employee's performance
- Analyzes, monitors and coach agents' performance and develop opportunities
- Working as a Super User Expert helping the entire Team to launch new application/tools to the entire Account

March 2016 – June 2018

**Collections Agent – Acquire Asia Pacific – *Operations***

- Working on Inbound / Outbound environment providing payment arrangement and conducting collections for Flexigroup Facilitate and monitor employee's performance
- Handles Disputes provides resolution that is suitable on the situation and addressing client inquiries
- Working on Inbound / Outbound environment providing payment arrangement and conducting collections for Lion Finance

September 2012 – March 2016

**CSR / Escalations Supervisor – Expert Global Solutions – *Operations***

- Working in an Inbound environment assisting customers on their past due payments Handles Disputes provides resolution that is suitable for the situation and addressing client inquiries
- Have been consistently pulled out to support new agents in assisting with any product related concerns as well as sharing best practice on meeting KPIS, etc.
- Attended the different training courses to enhance my leadership skills such as:
  - ❖ Lifting Team Morale
  - ❖ Conflict Management
  - ❖ Leadership Styles
  - ❖ Time Management
  - ❖ Coaching Essentials

## Education

June 2027 – May 2011

**Our Lady Of Perpetual Succor College - Marikina**

Bachelor of Science Major in Hotel and Restaurant Management

## Core Competencies

- Client Relationship Management
- Data Interpretation & Reporting
- Project management
- Risk & Compliance Management

## Interests

- Process Optimization and Analytics
- Leadership Coaching & Team Engagement
- Technology & Productivity Tools
- Problem-Solving Challenges (e.g., logic puzzles)
- Data Analysis & Reporting

## Contact

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