

RAINIER C. PANGAN

📍 Quezon City, Philippines

📞 0949-618-0424

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PROFESSIONAL SUMMARY

Results-driven **Operations Team Leader / Project Coach** with 10+ years of experience in BPO, sales, and virtual assistance. Proven track record in **team leadership, performance coaching, data analysis, process improvement, and client satisfaction**. Strong background handling high-performing teams for major telecom and B2B accounts.

CORE SKILLS

- Team Leadership & Coaching
- Performance Management & KPI Tracking
- Root Cause Analysis & Process Improvement
- Client & Stakeholder Collaboration
- B2B Sales & Appointment Setting
- Customer Experience Management
- MS Excel, Word, PowerPoint
- Basic Adobe Photoshop & Video Editing

PROFESSIONAL EXPERIENCE

AFNI – Project Coach (Team Leader)

Verizon B2B Sales

2019 – Present

- Lead and coach sales teams to consistently exceed performance targets
- Monitor KPIs and conduct regular performance reviews
- Drive continuous improvement through data analysis and action planning
- Facilitate coaching sessions, huddles, and team development activities

The AlphaHub – Virtual Assistant (Appointment Setter / Real Estate)
2019 – 2020

- Handled outbound appointment setting for real estate clients
- Managed CRM updates and lead qualification
- Supported business growth through consistent client engagement
- Cold Calling – doing outbound calls for potential clients

Alorica Philippines – Customer Service Representative / Team Manager
2017 – 2019

- Managed daily operations and performance of assigned team
- Improved CSAT and productivity through coaching and process optimization
- Reason for leaving: Redundancy

Ibex Global – Customer Service Representative / Team Manager
AT&T Account
2015 – 2017

- Led frontline teams handling telecom support and customer retention
- Implemented action plans to improve quality scores and attendance
- Supported agents through regular coaching and performance tracking

Hinduja Global Solutions – Customer Care Representative / Team Leader
2014 – 2019

- Promoted to Team Leader handling phone, back-office, and special projects
- Led data analysis, root cause analysis, and performance improvement plans
- Conducted 1-on-1 coaching, huddles, and triad sessions
- Drove error reduction and operational excellence initiatives

EDUCATION

BS in Information Technology

University of Perpetual Help – System Dalta
Calamba City, Laguna | 2006 – 2009

TRAININGS & CERTIFICATIONS

- Performance Coaching Course (PCC)
- Speak Up to Step Up
- Excel 101
- 7 Basic Quality Tools
- Leadership Image Training

Character References:

Carolina Aurea Asuque

Special Projects Team Lead
09177510553

Ann Lea Santiago

Process Analyst
09167706363

Joan Juane

Process Manager
09175247689

Mark Rey Dellosa

Team Leader
09153574142

Jobelle Nabua

HCL Team Lead
09778200644

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