

MC RANDY ALEGORA

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 Block77, Lot4, Pag-asa, Ft. Towne
Bacolod City

OVERVIEW

Strategic and results-oriented professional with over 7 years of experience in customer service, sales, team leadership, and operations. Proven success in supervising teams, training staff, managing schedules, and streamlining workflows. Adept at delivering exceptional client service and driving performance improvements. Committed to organizational growth through proactive leadership and continuous development

SKILLS

- TEAM SUPERVISION & COACHING
- STAFF TRAINING & ONBOARDING
- OPERATIONS & WORKFLOW MANAGEMENT
- CUSTOMER SERVICE & SALES STRATEGY
- DOCUMENTATION & REPORTING
- DATA ENTRY & RECORD KEEPING
- SPREADSHEET TOOLS (EXCEL, GOOGLE SHEETS)
- SCHEDULING TOOLS (GOOGLE CALENDAR)
- CRM MANAGEMENT
- DIALER & DATA ANALYST

CHARACTER REFERENCE

Julietta Alexies
09668650991/

WORK EXPERIENCE

BruntWork- DataEntry & Client Liaison Specialist
Feb 19, 2026 - Aug 20, 2026

- Managed full-cycle client intake by capturing critical financial data, verifying tax documents, and organizing digital files securely in compliance with strict data privacy standards.
- Maintained regular communication with a high-volume portfolio of clients, resolving account inquiries promptly and acting as a trusted liaison between clients and tax consultants.

HealthyBOS Bacolod – Supervisor
Aug 2023 – December 2025

- Led daily healthcare administrative operations, overseeing back-office teams handling insurance verifications, document management, and patient/physician communications.
- Managed shift scheduling, workflow distribution, and service quality compliance across healthcare support accounts.
- Supervised staff performance, conducted QA tracking, and ensured adherence to healthcare administrative guidelines and data privacy standards.
- Supervised 2 teams consisting of 30 agents, 1 OJT-QA, 2 OJT-TL's, 2 OJT-SME's.

Focus Direct Inc. – Senior Supervisor
Jul 2022 – Mar 2023

- Spearheaded daily operations, managed 2 pioneer departments consisting a total of 100 agents and campaign performance across multiple teams, ensuring strict adherence to client KPIs and service level agreements (SLAs).
- Delivered targeted 1-on-1 coaching and weekly performance evaluations, driving measurable improvements in team productivity and output quality.
- Designed and executed workflow strategies that streamlined team communication, reduced operational bottlenecks, and increased team efficiency.

iQor Bacolod – CSR, SME/FS, OIC-TL Apr 2021 – Jun 2022

- Stepped in as Officer-in-Charge (OIC) Team Lead, successfully supervising agent workflows, attendance, and day-to-day queue management.
- Resolved high-tier customer escalations, maintaining high CSAT/NPS scores while enforcing accurate case documentation and compliance. Improved NPS scores by 12%.
- Served as Subject Matter Expert (SME) to assist peers with complex process queries, conduct knowledge-transfer sessions, and maintain process quality standards.
- Assisted whole production floor bridging closers & opening shift employees.

KnighWatch Call Center – Trainer / Senior Team Lead
Sep 2019 – Mar 2021

- Orchestrated end-to-end onboarding and training programs for new hires, accelerating time-to-proficiency and boosting initial pass rates.
- Managed CRM systems and automated dialer operations, analyzing call metrics and data trends to deliver actionable performance reports to senior management.
- Tracked key performance indicators (KPIs), implementing continuous development initiatives that raised overall team output and reduced agent error rates.
- Trained a total of 35 new hires & led 3 departments consisting of approximately 50 - 70 agents

JSS Realty Corp. – Property Specialist May 2018 – May 2025

- Managed full-lifecycle client contracts and property records, ensuring 100% data accuracy and strict compliance with real estate transaction guidelines.
- Coordinated property viewings, documentation, and closing processes to deliver seamless administrative and client service support.
- Maintained a high-volume client database, building strong client relationships that drove repeat referrals and smooth deal closings.

EDUCATIONAL HISTORY

• **Carlos Hilado Memorial State College – Talisay Campus | Tertiary Education**
A.Y. 2018–2019

• **Carlos Hilado Memorial State College – Alijis Campus | Tertiary Education**
A.Y. 2015–2016

• **Hinigaran National High School | Secondary Education**
A.Y. 2014–2015