

Rolando "Jigs" Abac

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Summary

Dynamic Assistant Manager with a proven track record in delegating responsibilities and overseeing daily operations to ensure seamless business management. Expertise in financial acumen and leadership principles drives consistent achievement of business and profit objectives. Recognized for a strong work ethic, attention to detail, and adaptability to evolving needs, fostering a collaborative team environment. Eager to leverage problem-solving abilities and task prioritization skills to contribute to organizational success while expanding professional capabilities.

Experience

Callidus Ltd. Corp.

Assistant Manager, Makati, Philippines

02/2011 - Rendering

- Developed and implemented performance standards and procedural changes to drive productivity and quality
- Effectively directed and oversaw staff, designing schedules to meet the needs of the department as well as the needs of employees
- Helped Manage a team of 16 employees, providing guidance, coaching, and feedback to ensure high performance and job satisfaction
- Created and maintained operational policies and procedures to ensure compliance with industry regulations
- Developed and implemented effective policies and procedures for HR, and other administrative functions
- Coached and mentored administrative staff and other employees, resulting in improved job performance and knowledge
- Maintains and improves call center operations by monitoring system performance, identifying and resolving problems, preparing and completing action plans, completing system audits and analyses, managing system and process improvement and quality assurance programs, installing upgrades
- Collaborated with cross-functional teams to identify sales and customer service improvement opportunities and implement corresponding solutions
- Monitored sales performance and conducted regular performance reviews to ensure that sales goals were met
- Helped develop and maintain financial reports and dashboards to inform management decision-making
- Helped manage the company's budget and provided timely financial reports to management, enabling them to make informed decisions
- Adept at translating technical concepts into user-friendly language, bridging the gap between technical and non-technical stakeholders
- Conducted training sessions for non-technical staff to promote digital literacy and effective utilization of company tools
- Developed and monitored KPIs to ensure that goals and objectives were met on time and within budget
- Helped Conduct in-depth data analysis to identify operational inefficiencies, resulting in an increase in productivity
- Assisted in the development of user-friendly documentation for internal tools, fostering increased adoption across the organization
- Utilized social media platforms to promote job openings and engage with potential candidates
- Conducted interviews with potential candidates and assessed their suitability for the role
- Maintain and develop internal quality standards
- Assess support interactions based on established quality standards
- Accompany evaluations with meaningful and constructive feedback
- Discuss and explain feedback with agents in regular meetings
- Participate in calibration sessions to maintain consistency in internal evaluations
- Create report that reflect agent performance

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Account Supervisor, Makati, Philippines 04/2008 - 02/2011

- Developed a system for tracking customer feedback that enabled the company to identify and address customer complaints quickly
- Implemented client relationships protocol that resulted in a long-term customer retention rate
- Developed and implemented a system for tracking employee attendance and absences, resulting in improved accountability
- Evaluated employee performance and provided regular feedback to ensure goals and objectives were met
- Developed a training program to improve employee competency levels
- Established a team-based reward system to increase employee engagement
- Collaborated with cross-functional teams to identify and resolve conflicts, resulting in improved team dynamics
- Implemented a mentorship program that led to an increase in employee retention

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Leads Development Specialist, Makati, Philippines

06/2007 - 04/2008

- Responsible in helping the Supervisor for planning and managing the day-to-day allocation of resources (equipment, people, materials and systems) in order to efficiently, safely and cost effectively achieves performance targets as agreed with Operations Management
- Study, prepare and understand all the reports that is being done and generated in the campaign
- Ensure a thorough understanding of client processes & domain
- Helps in preparing coaching to ensure the development and implementation of action plans made by the supervisor to address root causes of failures and support continuous improvement initiatives
- Attend client meetings to make sure that every update will be disseminated to the team
- Floor Supervision or Subject Matter Expert, ensures that the quality of the generated leads are met and maintained at an expected level
- Manually research and gather all the necessary information from the websites that the client has provided including contact person, contact number, nature of the business, etc.
- Makes it a point that the team hits the target quota set by the client on a daily basis
- Performed data mining and extraction from multiple databases to compile datasets for analysis
- Performed manual checking to ensure quality of data gathered

WEST Contact Services Inc.

Customer Service Representative, Makati, Philippines

06/2006 - 04/2007

- Demonstrated strong problem-solving skills to identify root causes of customer issues and provide effective solutions
- Followed and implemented a customer service survey that identified customer service issues and allowed for quick resolution of customer complaints
- Followed customer service scripts that improved customer service representatives' ability to handle customer inquiries
- Utilized customer segmentation and data analysis to identify upsell and cross-sell opportunities
- Showcased a deep understanding of customer needs and used it to upsell existing customers

Advanced Contact Solutions Inc.

Airline Customer Service Representative, Makati, Philippines

10/2004 - 02/2005

- Followed and implemented customer service systems that improved customer service and reduced customer wait times
- Followed and implemented customer service scripts that improved customer service representatives' ability to handle customer inquiries
- Analyzed customer service concern to identify and address customer service issues, resulting in improved customer experience

- Implemented customer service scripts to ensure consistent customer service across all customer service channels
- Provided timely and accurate information to customers regarding flight schedules, fares, and promotions
- Assisted customers with reservations, ticketing, and boarding, resulting in reduction in customer wait times
- Handled customer inquiries and complaints, resulting in an increase in customer satisfaction rating
- Strictly implemented procedures for handling customer complaints and resolving disputes
- Collaborated with other departments to ensure customer issues are resolved in a timely manner
- Helped maintain good relationship with customers to ensure repeat business

Marithé et François Girbaud

Head Cashier, Makati, Philippines 01/2001 - 01/2002

- Handles cash and credit transactions using POS
- Issues receipt, changes and refund
- Counts cash at the beginning and end of shift and every transition
- Safe keeps change fund of the store and ensure it is counted and checked daily
- Deposit cash sales to the bank the following day
- Provide sales report on time
- Keeps report of transaction
- Answer phone calls such as customer inquiry, head office calls, etc.
- Assists in providing consistently high level of service
- Assists in resolving guest queries and complaints and documents all guest related incident
- Keep all service staff updated and informed on new development and directions communicated by Management
- Adheres to company's Code of Conduct
- Performs other related duties and functions assigned by the Supervisor

Skills

Leadership Experience, Excellent Judgement Skills, Customer Service Management, Strong Communication Skills, Effective Management Strategies, Staff Organization Skills, Human Resources Management, Project Management, Financial Management, Operations Management, Data-Driven Decision Making, Risk Management, Regulatory Compliance, Strategic Planning, Technology Management, Customer-Centric, Ability to Multitask, Ability to Work in a Team

Education

Bachelor in Computer Science

Technological University of the Philippines, Makati, Philippines
04/1999

Secondary

Pamantasan ng Makati, Makati, Philippines
04/1995

Primary

Santa Ana Elementary School , Manila, Philippines
04/1991