

RICARDO QUISQUINO CERVO II

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PROFESSIONAL SUMMARY

Operations and Customer Experience Leader with over 17 years of experience in BPO, virtual assistance, business analysis, and team leadership. Proven success in driving performance improvements, managing escalations, optimizing processes, and leading cross-functional teams. Highly skilled in data analysis, coaching, CRM systems, and operational strategy. Seeking to contribute leadership and analytical expertise to a growth-focused organization.

CORE COMPETENCIES

- Operations Management
- Team Leadership
- Business Analysis
- Customer Experience Management
- Process Improvement
- Performance Coaching
- Escalation Resolution
- Workforce & Payroll Coordination
- Data Analytics & Reporting
- Knowledge Base Development
- Training & Facilitation
- CRM Systems: PipeDrive, QQCatalyst, EZLynx
- Microsoft Office (Excel, Word, PowerPoint)

PROFESSIONAL EXPERIENCE

Customer Service Representative / Virtual Assistant – Top Grade Insurance | Feb 2025 – Sep 2025

- Provided end-to-end customer support via phone and email.
- Generated insurance quotes and clarified policy details with carriers.
- Managed CRM platforms (QQCatalyst and EZLynx) ensuring accurate documentation.
- Created and scheduled social media content to support marketing initiatives.

Customer Service Manager / Virtual Assistant – White Glove Last Mile | Dec 2024 – Feb 2025

- Delivered phone and email support, improving customer satisfaction and response times.
- Prepared quotes, scheduled installations, and coordinated logistics between customers and installers.

- Managed CRM (PipeDrive), invoicing, travel arrangements, and administrative workflows.
- Resolved customer concerns efficiently to maintain service quality.

Coach / Operations Supervisor – Foundever | May 2023 – Jan 2025

- Led performance coaching, weekly audits, and survey analysis to improve KPIs.
- Managed payroll processes and handled complex customer escalations.
- Implemented outlier management strategies to stabilize team performance.

Business Analyst / Knowledge Engineer – Sitel Group | Jan 2021 – May 2023

- Analyzed operational data across tech and sales accounts supporting US and India markets.
- Developed knowledge base articles and decision trees to improve agent productivity.
- Partnered with developers to test internal tools and document enhancements.
- Facilitated training sessions to drive adoption of knowledge systems.

Coach / Operations Supervisor – Teleperformance | Apr 2018 – Dec 2020

- Conducted audits and coaching aligned with TOPS methodology.
- Collaborated with leadership teams to increase production and service metrics.
- Managed payroll and escalations while driving team engagement.

Team Manager – Microsoft Answer Desk, Sutherland Global Services | Aug 2015 – Mar 2017

- Oversaw cluster performance, coaching programs, and payroll administration.
- Led client reviews and implemented strategies that boosted sales results.
- Handled high-level escalations and ensured SLA compliance.

Subject Matter Expert – Microsoft Answer Desk, Sutherland Global Services | Sep 2013 – Aug 2015

- Provided real-time technical guidance and escalation support.
- Coached agents to strengthen troubleshooting skills and sales conversions.
- Monitored real-time performance metrics to maintain service levels.

Consultant – Microsoft Answer Desk, Sutherland Global Services | Aug 2012 – Sep 2013

- Delivered inbound technical support for Windows OS users.
- Consistently achieved upsell targets through effective customer engagement.

Quality Assurance Analyst – Harte-Hanks / TELUS International | 2008 – 2011

- Performed call and email audits, led calibrations, and produced quality reports.
- Coached agents to improve compliance and customer experience metrics.

Technical Support & Customer Interaction Roles – TELUS International | 2007 – 2008

- Supported customers with Xbox and security-related technical issues.
- Maintained high service standards in fast-paced call center environments.

Outbound Call Center Agent – Vonscorp Data Solutions | 2007

- Conducted cold calls to schedule business consultancy appointments.

EDUCATION

Bachelor of Science in Electronics and Communication Engineering
Don Bosco Technical College | 2002 – 2007

CERTIFICATIONS

- Automation Project Manager – Foundever (2022)
- RPA Starter – Foundever (2021)
- RPA Business Analysis Fundamentals – Foundever (2021)
- RPA Implementation Methodology Fundamentals – Foundever (2021)
- TOPS Certification – Teleperformance (2018)
- LEAD 100 – Sutherland Global Services (2015)
- Six Sigma Yellow Belt (2011)