

ROLDAN AMOR II

Customer Support Team Lead | Operations Support | Escalation Management

+63 976 124 5361

amorroan@icloud.com

Antipolo City, Rizal

PROFESSIONAL SUMMARY

Customer Service and Operations Leader with 13+ years of experience in customer support, escalation handling, fraud prevention, and team management. Proven track record in leading teams, improving service performance, and delivering excellent customer experiences in fast-paced environments.

EDUCATION

AMA Computer Learning Center
2009 - 2011

Computer System Design & Programming

SKILLS

- KPI Management
- SLA Monitoring
- Workforce Coordination
- Quality Assurance
- Team Performance Management
- Ticket Escalation
- Client Escalation Handling
- Root Cause Analysis
- Reporting & Documentation

TOOLS & PLATFORMS

- CRM Tools
- Microsoft Office
- Teams
- ServiceNow
- Zoom
- Power BI

WORK EXPERIENCE

Team Manager | Team Leader

Intelegencia BPO LLC | Mar 2026 - Present

- Lead service delivery teams across automotive, construction, clothing, finance, and IT accounts, ensuring operational accuracy and client satisfaction.

Movate Philippines, Inc. | Mar 2025 - Mar 2026

- Supported fraud prevention teams for financial services (Fiserv), strengthening compliance and risk management protocols.

Alorica | Aug 2014 - Oct 2024

- Managed retail and e-commerce teams (Amazon US & CA), overseeing order tracking, returns, refunds, and subscription billing operations.
- Mentor and coach agents, driving promotions into SME and leadership roles while sustaining high morale in a fast-paced environments.

Escalation Specialist

Alorica | Dec 2013 - Aug 2014

- Resolved complex, high-priority cases.
- Protected business integrity by balancing compliance with customer-first solutions.
- Acted as a trusted escalation point, reducing repeat issues and strengthening client trust.

Customer Service Representative

Movate Philippines, Inc. | Oct 2024 - Mar 2025

- Handled sensitive account inquiries, transaction disputes, and fraud alerts with strict compliance protocols.
- Reduced repeat issues by proactively identifying fraud patterns and ensuring secure resolution.

Alorica | Oct 2012 - Dec 2013

- Delivered frontline support for high-volume retail and e-commerce accounts, focusing on order tracking, returns, refunds, and subscription billing.
- Strengthened customer loyalty by resolving concerns with efficiency and empathy.