

Roderick Hoocam

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WORK EXPERIENCE

Concentrix

Business Analyst Associate Manager

Work from Home

October 2022 - December 2025

- Responsible for supporting both new and existing clients in automating and providing reporting needs.
- Responsible for the day-to-day supervision of reporting issues clients are encountering and providing resolutions or options to either resolve or minimize impact on delivery.
- Attend client meetings to expedient communication of relevant information and provide input if necessary.
- Stay current on internal work processes, policies and procedures. Attend required manager development training.

Concentrix

Team Leader

Various Philippine Sites

January 2015 - September 2022

- Responsible for launching a new customer service LOB that covers both inbound calls and email correspondence.
- Responsible for the day-to-day supervision of a group of call center associates including work and attendance monitoring in accordance with organization policy and applicable legal requirements.
- Effectively coach direct reports on their performance on a regular basis to ensure performance metrics are achieved at a minimum weekly.
- Identify performance related issues, develop an action plan for improvement, implement corrective action, up to and including termination of employment.
- Ensure service delivered to our customers meets contractual Key Performance Indicator ('KPIs') and financial expectations.
- Communicate expectations to employees and provide timely updates.
- Provide subject matter expertise in handling escalated customer calls as needed.
- Conduct Team Meetings to ensure expedient communication of relevant information and as an open forum for input. Schedule and organize team activities.

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Team Officer in Charge

Various Philippine Sites

October 2021 - December 2021

- Responsible for coaching team members in achieving both key metrics as well as secondary metrics.
- Communicate positive and feed forward which are specific and constructive to encourage team members in incremental performance improvement.
- Regular monitoring of team members to proactively foresee potential issues and resolution to said issues.
- Enrich agents if there are updates about the site, program or service.

Concentrix*Retention Specialist Senior Support***Various Philippine Sites***October 2013 - October 2014*

- Responsible for assisting Team Lead in achieving both key metrics as well as secondary metrics.
- Takes lead in absence of Team Lead including facilitations of deliverables.
- Responsible for up-training agents if there are updates about the service or tenured agents need refresher on selling techniques and strategies.
- Handle escalation overflows from team lead

Concentrix*Retention Specialist***Various Philippine Sites***July 2012 - July 2013*

- Responsible for meeting and expecting key result areas especially on save rate and adjustment, quality and attendance.
- Improving customer service based on client feedback through the development of new policies and procedures. Successfully handled all public relations issues.
- Assisted customers via different channels from inbound Voice, Email and Chat Support with concerns from sales, general inquiries, billing and tech support for different clients.

Concentrix*Associate Trainer***Various Philippine Sites***October 2010 - June 2012*

- Responsible for new to product training of new hire agents including streamline for 2 weeks after training.
- Responsible for up-training agents if there are updates about the service or tenured agents needs refresher on selling techniques and strategies.

Concentrix*Customer Service Representative***Various Philippine Sites***February 2008 - September 2010*

- Responsible for the supervision of a staff of eight to fifteen people within the inbound sales department.
- Managed the needs/requirements for exceeding the target conversion while maintaining a good quality score.
- Perform sales management strategies/techniques to make sure all agents meet their respective key result areas especially in terms of sales conversion.
- Improving agents' selling skills through progressive role plays and continuous coaching.

Isopharma*Medical Representative***Various Hospital Locations***May 2001 - September 2007*

- Main task is to promote pharmaceutical products for hospital inclusions
- Schedule meetings and create presentations for medical personnel to educate and endorse the carried pharmaceutical product
- Field work done to ensure pharmaceutical products are being carried by surrounding drugstores

Aboitiz One*Documentations Clerk and Ticketing Officer***Baguio City, Philippines***May 1999 - May 2001*

- Task to monitor delivery of parcels and documents and attend to customer queries
- Assist customer with the shipping of parcels and documents to both local and international destinations.

- Process passenger ticket for shipping a local shipping line

EDUCATION

Saint Louis University

BSC Commerce/Marketing

- GPA, Organizations, Coursework, etc.

Baguio City, Philippines

March 1999

SKILLS & INTERESTS

Skills: Microsoft Office (Excel, Word, Powerpoint), Google Workspace, MS Teams, Zoom, Outlook, Yahoo mail, Gmail, Canva, Chat GPT, Microsoft Copilot

Interests: Playing musical instruments, going to live volleyball games