

Jelson Malixi

Antipolo

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JELSON T. MALIXI

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PROFESSIONAL SUMMARY

Dedicated and performance-driven professional with over 10 years of experience in the BPO industry, specializing in customer service, retention, and team leadership. Proven ability to manage teams, drive performance through coaching and analytics, and deliver exceptional client support. Currently serving as a Virtual Assistant Team Leader and Probationary Operations Manager for a U.S.-based construction/roofing company under SMA Support Services.

CORE COMPETENCIES • Team Leadership & Coaching

- BPO Operations Management
- Performance Metrics Analysis
- Customer Retention & Satisfaction
- Technical Support & Troubleshooting
- Data-Driven Strategy Execution
- Process Improvement
- Training & Development

PROFESSIONAL EXPERIENCE

SMA Support Services (Remote - U.S. Client)

VA Team Leader / Operations Manager

September 2023 - Present

- Leading and managing a team of virtual assistants supporting U.S.-based roofing and construction businesses.
- Overseeing day-to-day operations, task delegation, and performance reviews.
- Collaborating directly with U.S. clients to meet operational targets and service-level expectations.
- Implementing process improvements to boost team productivity and client satisfaction.

TaskUs - Antipolo City

Team Leader

September 2021 - September 2022

- Led a team of customer service agents handling client inquiries and concerns.
- Conducted coaching sessions, monitored KPIs, and implemented performance improvement strategies.
- Managed daily operations, scheduled workforce, and supported employee engagement.

Quantrics Enterprises - Taytay

Team Leader May 2018 - September 2021

- Mentored and guided agents to meet and exceed performance benchmarks.
- Acted as ABAY TL for new hire training and onboarding.
- Translated performance data into actionable insights for the team.

STARTEK - Pasig City

Technical/Customer Care Associate

January 2017 – June 2017

- Assisted customers with inquiries on TV/Internet/Home Phone services and billing concerns.
- Delivered high-quality customer support while meeting handling time targets.

Concentrix – Cubao & Pasig City

Customer Retentions Specialist / Apple Eligibility Advisor

2014 – 2017

- Handled service cancellation requests and retained customers through effective communication.
- Provided Apple customers with eligibility support and upsold AppleCare services.
- Recognized as Team POC and consistently top-ranked in training and performance metrics.

Transcom Asia – Pasig City

Technical Support Representative

December 2012 – December 2013

- Resolved technical issues for internet and phone services.
- Promoted additional services and renewed contracts.
- Awarded multiple performance badges and top seller accolades.
- Served as Floor Walker and Assistant Trainer.

EDUCATION

University of Rizal System – Cainta Campus-Bachelor's Degree

Antipolo National High School – High School Diploma

Juan Sumulong Elementary School – Elementary Diploma

ACHIEVEMENTS

- Multiple "Top Performer" and "Leadership" awards across various roles.
- Recognized as Point of Contact (POC) in several teams, assuming leadership duties.
- Ranked in multiple inter-campus academic quiz bees during academic years.

AFFILIATIONS & TRAININGS

- President, Future Mentor's Society (2 terms)
- Vice President for Internal Affairs, Science Organization
- Training: Student Teaching Enhancement, Future Leaders Training, Gender & Development

Work Experience

Team Leader

TaskUs

September 2021 to September 2022

1. **Effective communication:** As a team leader in a call centre, it is essential to be able to communicate effectively with both your team and customers. You must be able to clearly convey instructions and expectations to your team, while also being able to listen and respond to customer inquiries.
2. **Time Management:** As a team leader, you will need to manage the time of your team efficiently. You must be able to prioritize tasks, delegate duties, and ensure that deadlines are met.
3. **Conflict Resolution:** As a team leader, you will need to be able to handle conflicts that arise between your team members or customers. By being able to mediate disputes and provide solutions, you will be able to keep your team functioning at its best.
4. **Leadership:** As a team leader, you will need to be able to motivate and inspire your team. You must be able to create a vision for the team and help them to work towards achieving it.
5. **Problem Solving:** As a team leader, you will need to be able to quickly recognize and solve problems. You must be able to think on your feet and come up with innovative solutions to any issues that arise.

Team Leader

Quantrics Enterprises Inc.-Taytay, Rizal
August 2017 to September 2021

Education

Secondary Education (Tertiary)

University of Rizal System-Cainta, Rizal
April 2004 to April 2008

Skills

- Google Sheet
- Microsoft Office

Languages

- English - Expert