

Aldous A. Pabualan

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📍 154 Maysan Road, Valenzuela City, NCR MM. Philippines 1440

PROFESSIONAL SUMMARY

Detail-oriented professional with 12 years of experience in the BPO industry, including 3 years of background as a Team Leader leading high-performing teams to surpass operational objectives and provide exceptional customer service. Experienced in team management, performance coaching, and process design. Strong record of boosting productivity, minimizing escalation rates, and promoting team responsibility. Versatile at creating a harmonious work atmosphere, enforcing strategic workflows, and synchronizing team activities with organizational goals. Dedicated to continuous enhancement and leading by example to accomplish measurable results.

KEY COMPETENCIES

Technological Proficiency and Communication
Administrative Support and Office Management
Data Entry and Document Processing
Time Management and Multitasking

Customer Service and Client Relation Management
Proactive and Self-motivated
Problem-Solving and Critical Thinking
Organizational Skills and Attention to Detail

PROFESSIONAL EXPERIENCE

439 Concentrix CVG Philippines, Inc.

Team Leader, Operations

April 2022 - Present

- Monitored KPIs, task accuracy, and turnaround times, identifying inefficiencies and improving performance by 15% through coaching and weekly self-assessments.
- Delivered updates and task instructions across email, Teams, and meetings, reducing client revision requests by 40% and boosting satisfaction to 95%.
- Prioritized and scheduled tasks based on deadlines and client needs, cutting delivery time by 30% and maintaining 100% on-time completion.
- Resolved software, scheduling, and brief issues independently, improving response time and client trust, leading to program expansion.
- Maintained team engagement and work ethic by setting personal goals and supporting morale, earning client recognition for reliability during peak seasons.

Advisor II, Customer Service

November 2019 - April 2022

- Resolved complex banking issues including fraud claims and disputes, consistently exceeding KPIs with above 97% CVA score.
- Handled sensitive account data with strict compliance, achieving 100% audit accuracy and zero data breaches.
- Explained banking services and tools, increasing digital adoption by 50% and cutting repeat inquiries by 40%.
- Logged customer interactions in real time, improving case handling by 20% and ensuring smooth interdepartmental coordination.
- Adapted quickly to compliance updates, maintaining 95% QA scores that above the target and supporting successful policy rollout.

Concentrix Daksh Services Philippines Corporation

Sr. Advisor, Customer Service

October 2018 - March 2019

- Resolved a difficult problem involving 5 lines of business which decreased escalations by 25% as well as improving resolution time by 30% due to better triaging.
- Provided floor support and conducted knowledge sharing sessions with both new and experienced agents which resulted in a 25% increase in team productivity and a 15% increase in QA scores due to regular calibration.
- Helped teams work together which ensured 100% policy compliance and eliminated miscommunication across the operations, QA, and client which improved overall performance.

Advisor I, Technical Support**August 2016 - October 2018**

- Troubleshoot Fire TV and AIV issues, achieving 95%+ first-contact resolution and reducing repeat calls by 25%.
- Explained product features and subscriptions, boosting weekly CSAT scores from 96% to 100%.
- Documented cases and escalated unresolved issues, improving traceability and cutting resolution delays by 25%.
- Applied policy updates in real time, ensuring 100% compliance and maintaining QA scores above 95%.
- Adapted to product changes quickly, providing accurate support and maintaining CSAT during peak updates.

Expert Global Solution (Alorica)**Collection Finance Associate****October 2014 - April 2016**

- Discussed and investigated discrepancies in charges, usage, and billing cycles; was able to reduce escalation rate by 25% and improved customer satisfaction scores.
- Processed payments and validated transactions, reducing posting delays by 40% and ensuring accurate real-time account and ledger updates.
- Analyzed and managed overdue accounts, increasing recovery rates by 20%.
- Communicate with the client, especially those with overdue or delinquent accounts, to negotiate payment plans to be able to continue the service. Collected 85% of monthly outstanding balances and reduced delinquent accounts by 30%.
- Logged call results, payment setups, and complaints in CRM, ensuring full legal compliance and 100% audit accuracy for streamlined account reviews.

Aegis People Support Inc. (Teleperformance)**Tier II & Email Escalation****January 2014 - May 2014**

- Resolved escalated service and billing issues, resolving 90% in 24 hours and increasing customer satisfaction by 25%.
- Wrote concise, policy-compliant emails, cutting back-and-forth by 40% and scoring 98% in email quality.
- Communicated with cross-functional teams, reducing resolution time by 30% and increasing first-contact resolution rates.
- Reported cases accurately in CRM, enhancing transparency and attaining 100% compliance for QA audits.

Account Executive**July 2013 - January 2014**

- Managed postpaid and business customer accounts, maintaining 90% of high-risk customers and growing lifetime value.
- Executed plan upgrades and billing orders, decreasing errors by 35% and achieving 100% SLA targets.
- Suggested custom telecommunications solutions, driving upsell conversions by 20% and enhancing customer satisfaction.
- Responded to billing issues and technical support, resolving complaints 25% quicker and maintaining service continuity.

McDonald's 117**Crew Member****May 2011 - October 2012**

- Serviced customers effectively, at 95%+ satisfaction and enhancing order accuracy during rush hours.
- Directed prep, packing, and sanitation, cutting wait times by 20% and facilitating smooth shift transitions.
- Processed transactions with accuracy, maintaining 100% cash register accuracy and avoiding billing mistakes.
- Observed food safety and hygiene procedures, acing audits with no infractions and maintaining quality.
- Assisted team on shift work, increasing productivity and minimizing service mistakes.

EDUCATION

Our Lady of Fatima University - Valenzuela Campus

Bachelor of Science in Marine Transportation

AY: 2018 - 2021

Emmanuel John Institute of Science and Technology - Caloocan Campus

Management Information Technology

SY: 2011 - 2015

CERTIFICATIONS / SHORT COURSES

- Email and Phone Etiquette
 - Various Technical Training
 - Basic Training
 - Food Safety Handling
 - Lead Now
 - Toolkit for New Leaders
 - Six Sigma Yellow Belt Training
 - Automation Awareness Training
 - One Concentrix Grow Coaching-iGROW-uGROW-weGROW
 - TL/Supervisor Academy - Making the transition
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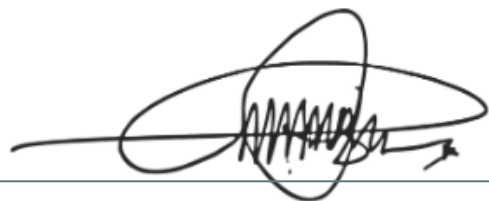
ADDITIONAL SKILLS

- Graphic Design Tools: Canva, Adobe Photoshop, Illustrator, Figma (for social media, branding, and marketing support)
 - Video Editing Tools: CapCut, Adobe Premiere Rush, (for short-form content or reels)
 - Productivity & Collaboration: Microsoft Teams, Zoom, Google Workspace (Docs, Sheets, Slides, Calendar)
 - MS Office Suite: Excel (pivot tables, VLOOKUP), Word, Outlook, PowerPoint
 - Data Entry & Analysis: Google Sheets, Microsoft Excel
 - Form & Survey Tools: Typeform, Google Forms,
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CHARACTER REFERENCE

Available upon request.

I hereby certify that the above information is true and correct to the best of my knowledge and belief.



Aldous A. Pabualan

Applicant