

Carmelo Acuña

Makati City 1212
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PROFESSIONAL PROFILE

- Experienced in leading teams to achieve operational excellence and improve productivity. Demonstrated success in fostering collaborative work environment and resolving conflicts. Committed to continuous improvement and upholding high standards.

SKILLS

- Office 365, G Suite, MacOS/Windows, Zoom, CRM, GDS (Apollo, Sabre), Zendesk, Jira, Notion
- Strategic planning, Staff development, Decision making, Time management, Motivational leadership, Assertiveness, People Management, Analytical thinking, Troubleshooting proficiency, Customer service expert

EMPLOYMENT HISTORY

JPCRON Corp., BGC Taguig — *Travel Sales Senior Supervisor*

October 2022 - July 2024

- Analyzed KPIs to determine areas for improvement in achieving/maintaining acceptable values.
- Managed and supervised daily operations
- Prepared and presented PowerPoint briefings to effectively communicate information about implementing training, processes, and policies update.
- Rendered guidance on processes, sales techniques, compliance and productivity to all supervisors
- Prepared weekly/monthly performance reports, analyzed data, and formulated action plans.
- Coordinated with other departments to streamline processes, enhancing overall business functionality.
- Implemented new training programs, significantly improving team skills and performance metrics.

Deel, Remote — *Customer Support Specialist*

December 2021 - October 2022

- Demonstrated strong commitment to customer satisfaction through proactive knowledge sharing and effective resolution of problems
- Developed expertise in multiple account topics, demonstrating subject matter knowledge.
- Demonstrated effective communication skills while interacting with customers using multiple channels
- Streamlined resolution of queries and troubles through efficient handling techniques
- Meticulously documented customer interactions, transactions, feedback, and issues

Dyninno Philippines Inc., BGC Taguig — *Travel Sales Supervisor*

January 2019 - April 2021

- Lead a team of sales staff to meet or exceed set targets
- Reviewed individual progress reports regularly to ensure goal achievement
- Provided expert advice on enhancing the quality of customer service through comprehensive product knowledge
- Monitored customer satisfaction levels to identify areas for improvement
- Identified areas for enhancing efficiency and improved outcomes through data analysis
- Monitored customer trends and developed strategies to increase market share
- Formulate regulations and protocols that guarantee compliance with standards
- Conducted training sessions to educate hired employees about organizational policies, offerings and solutions.

Tech Mahindra V Customer Philippines, Libis Quezon City — *Associate Auditor*

May 2015 - October 2018

- Examining records, reports, operating practices and documentation to ensure compliance with internal control procedures
- Verified assets and liabilities by cross-referencing items with relevant documentation.
- Prepares final reports to communicate audit findings.
- Assisted in the training of new auditors, sharing knowledge and best practices to enhance team capabilities.
- Collaborated with audit team members to plan and execute audits efficiently, meeting tight deadlines.

Alorica Philippines, Lipa City — *Technical Support Representative*

January 2012 - October 2014

- Used distinguished avenues like phone and email to interact efficiently with the customers to apprehend their technical issues effectively.
- Provided clear and concise step-by-step technical support to guide clients.
- Communicated technical computer information to non-technical audiences by providing simplified presentations and demonstrations.
- Asked customers targeted questions throughout troubleshooting to determine smart solutions.
- Managed customer expectations by communicating clear timelines for issue resolution.

Convergys, Makati City — *Customer Support Representative*

August 2010 - November 2011

- Managed high volume of incoming phone calls efficiently and effectively
- Established strong client relationships by engaging in open and interactive communication
- Ensured the provision of accurate, valid, and complete information through the utilization of appropriate methods and tools
- Handled and resolved customer complaints promptly and effectively while adhering to designated time limits
- Maintained accurate customer interaction records

Teleperformance, Mandaluyong City — *Technical Support Representative*

November 2007 - November 2009

- Provided top-notch assistance and technical solutions to clients based in the United States
- Adopted a problem-solving approach that improved handling of customer inquiries
- Communicated with customers in a friendly and professional manner
- Effectively diagnosed and fixed fundamental networking problems
- Efficiently troubleshoot customer reported issues related to internet connectivity
- Helped customers set up new systems, applications and software.
- Maintained accurate records for customer service tracking

EDUCATION

AMA Computer College, Makati City — *BS Information Technology*

1 Semester

University of Batangas, Batangas City — *BS Nursing*

2004 - 2005

LANGUAGES

- Filipino, English

REFERENCES

Available upon request