



ROWENA MORALES

Passionate and committed BPO professional with over 9 years of experience in customer service (outbound calls for healthcare insurance account and inbound handling Hotel bookings and Cyber security insurance plans, Talent Acquisition Supervisor, and Team Leader for more than a year. Proven track record in handling inbound and outbound calls, resolving customer concerns, and driving team performance. Skilled at coaching and mentoring agents, delivering results in fast-paced environments, and building strong relationships with clients. A dedicated team leader who thrives on helping others succeed and consistently contributes to organizational goals.

CONTACT

📞 639458620398

✉️ rowenap.morales090382@gmail.com

📍 Bunao, Dumaguete City

EDUCATION

1999-2001
FOUNDATION UNIVERSITY

- Bachelor of Science in Elementary Education

1996-1999
NOHS

- Secondary Education

SKILLS

- Leadership Role
- Team Management
- Good Communication Skills
- Good Analytical Skills
- Undergone Coaching Training

LANGUAGES

- English
- Filipino
- Cebuano- main dialect

WORK EXPERIENCE

Qualfon, Phils. Inc.

JAN 27, '25- JULY 25, '25

Customer Service Representative

- Gendigital (Formerly Cyber Security Account)
- Handling Inbound calls- inquiries and products specifics.
- Pitch sale and process orders - Upgrades/ Add- ons

Smiles On Demand

June 2024- Dec 2024

CSR - (non-voice) Chat Support

- Air BNB rentals and BDC bookings and rentals

Peak Outsourcing

March 2019- Dec 2023

Chat Support Analyst/ Team Leader/ TA Supervisor

- Chat Support Analyst- Polishing transcripts before sending it to the firms
- Team Leader - handles 10-11 agents both Manila and Duma agents
- TA Supervisor for 6 months before I resigned due to health and personal growth

Ducomi Copra Meal

Jul 2018- Feb 2019

Cashier

Visaya KPO

Feb 2017-June 2018

CSR- Medical Records Specialist

- Handling Outbound calls by calling hospital records department, clinics and medical offices to retrieve patient's medical records for coding - this is for Medicare and AETNA US insurance.

ECE Consulting Group

Sep 2016- Jan 2017

CSR - Outbound - US campaign account

Author Solutions - XLIBRIS

Outreach Publishing Consultant

- Calling book writers to publish their books and offering packages that best suits customer's need

Character Reference

- Alona Avila

Peak Outsourcing - Operations

Manager- Ngage Account

Email:

anselma.avila18@gmail.com

Phone Number: 09687668925

- Katrina Patlingrao

Peak Outsourcing Senior Team

Leader

Phone number: 09753418578

- Rene Boy Fontanilla

Operations Manager Peak

Outsourcing, Inc.

Email:

visaya.rbfontanilla@gmail.com

Phone number: 09171586455

Relationship: Former Colleague at

Visaya KPO

Global Tech Manpower Services

Sep 2014- Mar 2015

Solar Campaign Account

- Cold calling - outbound for US residences to check if their area is eligible for the Solar Panels Installation

AEGIS People Support

Jan 2014- July 2014

Expedia Account

- Inbound calls - Hotel Inquiries and reservations