

# Carlos Fernandez

## Team Leader

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## PROFESSIONAL SUMMARY

Results-driven team leader with 8 years of BPO experience (5 years as agent, 3 years in leadership). Proven track record of developing high-performing teams and exceeding operational KPIs. Strong coaching and mentoring skills with ability to motivate team members and drive performance improvements. Expert in workforce management, performance monitoring, and quality standards.

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## WORK EXPERIENCE

### Team Leader

*Elite Contact Center, Pasig City, Philippines | April 2021 - Present*

Leading a team of 25 customer service representatives

#### Key Responsibilities:

- Manage daily operations and performance of 25-person customer service team
- Conduct regular coaching sessions and performance reviews
- Monitor KPIs including CSAT, AHT, FCR, and attendance
- Handle escalated customer complaints and complex issues
- Create and implement action plans for underperforming agents
- Collaborate with QA and training teams to improve team performance
- Prepare daily, weekly, and monthly performance reports for management

#### Key Achievements:

- Improved team CSAT from 89% to 95% within first year
- Reduced team attrition rate by 30% through engagement initiatives
- Led team to exceed all KPI targets for 6 consecutive quarters
- Developed mentorship program adopted company-wide
- Promoted 8 team members to higher positions

### Senior Customer Service Representative

*CustomerCare Global, Ortigas, Pasig City, Philippines | May 2016 - March 2021*

Customer service for telecommunications account

#### Key Responsibilities:

- Handled customer inquiries for billing, technical, and account services
- Served as Subject Matter Expert (SME) for team
- Assisted Team Leader with training and quality initiatives
- Managed escalated customer concerns
- Mentored new hires during nesting period

**Key Achievements:**

- Top Performer recognition 15 times
- Consistently exceeded all performance metrics
- Promoted to Team Leader after 5 years
- Completed Leadership Development Program

## EDUCATION

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**Bachelor of Science in Psychology**

*University of the East | June 2005 - April 2009 | 3.3 GPA*

Foundation in human behavior and organizational psychology

## SKILLS

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**Core Competency:** Team Leadership (Expert), Performance Coaching (Expert), KPI Management (Advanced), Workforce Management (Advanced)

**Soft Skill:** Employee Motivation (Expert)

## ADDITIONAL INFORMATION

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**Status:** Employed but open to opportunities

**Preferred Work Setup:** Onsite

**Preferred Shift:** Graveyard

**Expected Salary:** PHP 50,000 - 70,000