

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.

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

Bachelor of Science in Psychology

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

Foundation in human behavior and organizational psychology

SKILLS

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

Soft Skill: Employee Motivation (Expert)

ADDITIONAL INFORMATION

Status: Employed but open to opportunities

Preferred Work Setup: Onsite

Preferred Shift: Graveyard

Expected Salary: PHP 50,000 - 70,000