

## **ARISTEO A. WONG**

Phase 1 Block 4 Lot 2, Eastwood Villa,  
Brgy. San Isidro, Rodriguez, Rizal 1860  
Mobile Number: +63 916 5404747  
Email address: aristeo.wong@gmail.com



### **SUMMARY OF QUALIFICATION**

- A professional with over 18 years of solid experience. Has a strong drive for success and passion for helping individuals through leadership, motivation & development coaching.
- Has 3 year and 7 months experience in handling IT Service Management for L1 Support.
- Conducted live monitoring and evaluations, managed real-time floor operations, and facilitated training sessions to enhance team performance.
- Capable in decision making, problem solving and handling of technical related concerns.
- Assists Human Resource and Operations in consequence management by delivering NTEs, conducting investigations and serving of disciplinary/corrective actions memo.
- Experience in supporting and using multiple applications such as ManageEngine, Office 365, Active Directory, Salesforce, Citrix, CRM applications, Avaya, SharePoint, Outlook, Teams, etc.
- Has handled multiple roles and responsibilities in supporting Operations to ensure client targets are met.

### **PROFESSIONAL EXPERIENCE & HIGHLIGHTS**

#### **Ascendion - Makati City, Philippines**

Team Lead (December 2021 - Present)

Handles IT team management tasks, attendance monitoring/reporting and DTR validation. Facilitate team huddles & updates, motivate team members and identify challenges to improve employee development as well as coaching on agent performance. Analyze incident trends and recommend/implement actions that will contribute to successful operation. Assist with hiring of candidates for the Service Desk Team, mentor and share knowledge to new hires.

#### **Boss Media Ltd - Mandaluyong City, Philippines**

Customer Service Team Lead (September 2020 - December 2021)

In charge of supervising the day-to-day operation of the team and ensuring Key Performance Metrics are met. Develop staff to improve efficiency and performance through coaching and feedback. Attend regular meetings with the Agents and Management Team. Submit and present weekly/monthly reports to the Management Team. Support by providing clarifications and guidance to enhance the agents' understanding and competence relative to their inquiries.

#### **24-7 INTOUCH BPO INC - Quezon City, Philippines**

Customer Service Supervisor (October 2016 - July 2020)

Supports the management of teams responsible for inbound and outbound voice calls, as well as chat support for technical campaigns. Handled SME responsibilities and escalations. Facilitated training classes for a streaming campaign. Conduct team meetings and coaching with agents to improve skills and overall performance. Aided management in ensuring all company policies and procedures are adhered to.

**FLAMINGO BPO SOLUTIONS INC (Formerly DE JANEIRO GLOBAL SOLUTIONS BPO INC) - Quezon City, Philippines**

Player Advocacy/Racebook Customer Service Representative (August 2014 - June 2016)

Managed all aspects of customer satisfaction issues; maintaining existing client base. Performed back office functions like settlements, record maintenance and accounting. Executed audits in the channel handled and offered recommendations to improve operations.

- Consistent performer recognized for having highest quality score average for several months.

**DE JANEIRO GLOBAL SOLUTIONS BPO INC (Formerly INTEGRIM BPO SOLUTIONS INC) - Quezon City, Philippines**

Player Advocacy/Racebook Customer Service Representative (June 2013 - August 2014)

Managed all aspects of customer satisfaction issues; maintaining existing client base. Performed back office functions like settlements, record maintenance and accounting. Executed audits in the channel handled and offered recommendations to improve operations.

- Consistent performer and recognized for having the highest quality score average for the month (January 2014)
- Recognized for performance and was promoted as a Tier 2 Representative (Nov 2013)
- Was granted Agent MVP Award for the Month (July 2013)

**INTEGRIM BPO SOLUTIONS INC - Quezon City, Philippines**

General Customer Service Representative (June 2012 - June 2013)

Identify and attend to customer needs. Respond to product and account inquiries. Assist customers in conducting financial transactions through their accounts.

- Top performer for quality score (January 2013)
- Up-skilled as a Shadower/Mentor (November 2012)
- Recognized and was given Rookie of the Month Award (August 2012)

**VCustomer Philippines - Quezon City, Philippines**

Customer Service Representative (September 2009 - October 2011)

Temporary Customer Service Supervisor (November 2010 - February 2011)

Attending to customers' needs and responding to product inquiries in a fast-paced environment. Help customers in placing orders for product goods. Review agents KPI's and manage team performance, ensuring that productivity is in line with the company's expectation.

- Recognized for performance and was designated as Temporary Supervisor to manage contractual employees.

**Teleperformance Philippines - Pasig City, Philippines  
Technical Support Representative (October 2007 - March 2009)**

Educate customers and assist with printer installation. Provide troubleshooting help to customers and answer any technical product inquiries.

- Achieved highest quality score average consistently over 10 months, demonstrating superior performance and commitment to service excellence.

## **EDUCATION, TRAINING & CERTIFICATIONS**

Gen AI Level 101 (May 2024)  
Collabera Digital

Data Privacy Training (May 2024)  
Collabera Digital

ITIL v4 Foundation Training (April 2023)  
Collabera Digital

Introduction to the Natural Capital Project Approach (May  
2015) Stanford University

Associate Degree in Computer Systems Design and Programming (May  
2005) AMA Computer Learning Center

## **REFERENCES**

\* Available upon request