

EVANGELINE P. TILAON

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PROFESSIONAL SUMMARY

Seasoned leader in the recruitment and outsourcing industry. Excels in driving high performance among technical recruiters and in optimizing operations. Proven expert in Operations Management, Project Management, Start-Up Account/Implementation Account Development, Process Improvement, Data Analytics, Talent Acquisition, and Client Relations Management. Currently a certified COPC & HPMT, Six Sigma- Yellow Belt.

SKILLS

- Excellent written and verbal communications
- Client relations
- Data-driven mentality
- Critical thinking
- Excellent in Customer Service, Collections and Recruitment
- Account/Project Management (Full Cycle)

WORK EXPERIENCE

Sysgen RPO

May 2019-August 2024
Client Relations Manager

- Expanded Healthcare account FTE from 4 to 17, demonstrating strategic growth and scalability in 3 months.
- Achieved and maintained a 3-year client retention rate from 2019 to present.
- Directed and supported US recruiters, enhancing production through effective training on submittals, interviews, and placements.
- Fostered and sustained strong client relationships, ensuring alignment with their needs and objectives.
- Developed and implemented team scorecards with measurable targets, aligned with client-approved timelines.
- Created and optimized processes for offshore programs, improving planning accuracy and client satisfaction.
- Coached and mentored Team Lead to drive high performance, goal attainment, and exceptional service quality.
- Ensured compliance with all HR documentation and processes, including NTE/Disciplinary Action.

Marie France Bodyline Inc

October 2018 – March 2019
Call Center Supervisor

- Mentored and coached Team Leads, consistently driving their teams to meet and exceed daily and monthly sales targets.

- Conducted interviews and performance appraisals, fostering employee growth and ensuring high-quality hires.
- Conduct and write Employees Performance Appraisal
- Streamlined daily and weekly reporting processes, improving accuracy and decision-making.
- Successfully managed and distributed hot leads using Hootsuite and HubSpot, increasing conversion rates.
- Efficiently approved leaves and maintained accurate monthly attendance records.
- Participated in weekly meetings with department heads to align goals and strategies.
- Managed pre-sales customer interactions, ensuring a smooth transition to post-sales teams.
- Monitor random calls and implement corrective actions, improving overall call quality and agent performance.

Microsourcing Phils

October 2015—May 2018

Account Manager

- Successfully scaled FTE from 4 to 89, managing manpower surges and meeting requirements over a 3-month period.
- Significantly increased overall FTE for my vertical from 25- 187 FTE over a 6-month period
- Effectively expanded number of clients/accounts under my vertical from 10-27 over a 6-month period
- Process write up for Contract renewals (MSA and SOW).
- Engaged in annual strategic planning and facilitated client implementation meetings or business development team for new projects
- Designed and optimized processes to enhance offshore program planning and ensure client satisfaction.
- Mentored and developed supervisors, driving high performance and exceptional service quality
- Identified and addressed training needs and quality improvements, collaborating with cross-functional teams.
- Coordinated with Shared Services for headcount needs, negotiated salaries, and vetted resumes.
- Attend kick off and hand over meetings with Business Development Team (Client Implementation Team) for incoming new accounts (project)
- Led client meetings and business reviews, preparing comprehensive performance reports.
- Review and approve account (client) invoices
- Create Key Performance Indicator for each account (program).
- Handle complaints, inquiries from client staff and clients up to legal concerns
- Performs Skip level meetings
- Attrition Management
- Knowledgeable in Full Cycle process(end-to-end)

Teleperformance

February 2008 – October 2015

Team Supervisor

- Selected for overseas learning on product specific training) in Colorado USA as Subject Matter Expert on Customer Service and dispute handling.
- Spearheaded knowledge transfer of Visa product processes for efficient handling of transaction disputes.
- Handled different programs from 2008 -2012 (Banking & financial accounts, Collections, Employment verification, Prepaid disputes/fraud, credit card application)
- Responsible for the overall development and performance of the team.
- Support Team Manager in providing leadership, guidance, and support to the agents on the floor.
- Analyze key business metrics and results to identify performance improvement opportunities
- Created Performance Improvement Plan to improve Quality scores (Write offs)
- Work closely with the workforce, payroll on concerns related to their schedules and pay issues.

- Conduct performance appraisals.
- Extract and send call statistic reports regarding service levels to the clients.
- Attend call statistic meetings and touchpoints with the clients.
- Attend QA calibration to improve the team's quality and provide necessary feedback.
- Assume responsibility and accountability for the team in the absence of the Team Manager.

OTHER WORK EXPERIENCE

PeopleSupport (February 2006-February 2008) CSR – Banking & Finance
 Seaboard Eastern Insurance Company Inc (January 1996- February 2003) - Claims Processor

SCHOLASTIC RECORD

Bachelor of Science in Commerce Major in Management
 Adamson University- San Marcelino, Manila
 June 1989- March 1993

PROFESSIONAL DEVELOPMENT

March 27, 2020	Upskill training – Intro: Information Technology
March 21, 2018	Technical Writing- Microsourcing Philippines Inc.
December 2016	Influential Leadership – MicroSourcing Philippines Inc.
December 2016	Communication Skills - MicroSourcing Philippines Inc
August 2016	Team Essentials - MicroSourcing Philippines Inc.
December 2014	Leadership through Values and TOPS training – Certified
May 2012	Six Sigma – Yellow belt
January 2011	High Performance Management Technique (HPMT/COPC)– Certified
February 2008	Supervisor Certification Program – Certified
March 2009	Elective courses for Managers – Certified

REFERENCES

- Available upon request