



# DON MARCO

[VIDEO INTERVIEW](#)

## WORK EXPERIENCE

### TEAM LEADER/TEAM MANAGER

Convergys/Concentrix – Alabang | October 2018 – August 2024 (5 Years, 11 Months)

- Led and supervised customer service teams by managing KPIs, conducting coaching and performance reviews, handling escalations, implementing process improvements, scheduling staff, compiling performance reports, and fostering a high-performance culture to ensure service excellence and customer satisfaction.

### CUSTOMER SERVICE SPECIALIST/SME

Convergys/Concentrix – Alabang | January 2013 – September 2018 (5 Years, 9 Months)

- Provided multi-channel customer support, resolved complex inquiries, maintained accurate CRM documentation, monitored performance metrics, supported process improvements, and served as subject matter expert for escalations and product guidance.

### ENTERPRISE DEVELOPMENT REGIONAL TRAINER

ABS-CBN Bayan Foundation – Quezon City | 2004 – 2012 (8 Years)

- Conducted business development training programs across Luzon to Mindanao, developed training modules and feasibility studies, facilitated Q&A sessions, and equipped clients with tools and knowledge to start, grow, and manage sustainable businesses.

### MICROFINANCE AND BUSINESS ACCOUNT EXECUTIVE

ABS-CBN Bayan Foundation – Quezon City

- Managed microfinancing loans from client orientation and credit investigation to loan proposal preparation, disbursement, and collection, while guiding clients in developing and maintaining business accounts.

## SKILLS/AREAS OF EXPERTISE

- Customer Service Operations
- Team Leadership
- Performance Management
- Coaching & Mentoring
- Training & Development
- Process Improvement
- Business Development
- KPI Monitoring & Reporting
- Microfinance Operations

## TECHNOLOGY

- Salesforce
- Oracle
- Zendesk
- Gorgias
- Avaya

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