



JOSE

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WORK EXPERIENCE

TEAM LEADER (E-COMMERCE-TIKTOK)

TDCX, Ortigas PH | June 2025 – February 2026 (9 Months)

- Led an e-commerce team to achieve sales and operational targets by implementing online sales strategies, overseeing product listings and merchandising, optimizing customer experience and SEO performance, analyzing sales data and feedback, and managing third-party vendors to enhance digital commerce operations.

TEAM LEADER (HEALTHCARE – UHG/UHC)

Alorica, Pasay PH | February 2022 – December 2024 (2 Years, 11 Months)

- Managed healthcare support teams by coordinating daily operations, monitoring performance and compliance with healthcare standards, overseeing quality assurance initiatives, facilitating cross-functional communication, and ensuring high-quality patient service delivery.

IT SERVICE DESK ANALYST

Analog Devices, Cavite PH | February 2021 – November 2021 (10 Months)

- Served as first-line technical support by troubleshooting hardware, software, and network issues, performing remote diagnostics, guiding users through problem resolution, and determining appropriate technical solutions.

TEAM LEADER (TECH/BILLING/SALES – MICROSOFT ACCOUNT)

Convergys, Pasay PH | October 2013 – September 2017 (4 Years)

- Led technical, billing, and sales teams by setting performance targets aligned with business goals, monitoring KPIs, coaching agents, managing client relationships, improving customer engagement, and organizing training programs to drive sales and service excellence.

SKILLS/AREAS OF EXPERTISE

- Effective Communication & Stakeholder Engagement
- Team Leadership & Motivation
- Strategic Thinking & Decision-Making
- Performance Monitoring & Quality Assurance
- Analytical & Problem-Solving Skills
- Negotiation & Client Relationship Management
- Organizational & Time Management Skills
- Delegation & Team Development
- Proactivity & Initiative
- Emotional Intelligence & Empathy
- Adaptability & Flexibility
- Integrity & Professionalism
- Industry Expertise (BPO, E-Commerce, Healthcare, Tech Support)
- Customer Experience & Service Excellence

TECHNOLOGY

- Salesforce
- Zoho
- Microsoft Office (Excel, Word, PowerPoint, Outlook)

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