



RAMON

[VIDEO INTERVIEW](#)

WORK EXPERIENCE

INSURANCE ADVISOR

Telesource OPC | July 2024 – April 2025 (10 Months)

- Handled inbound and outbound calls to generate home and auto insurance quotes, built strong client relationships, and ensured high customer satisfaction and retention.

PRODUCT-SPECIFIC TRAINER

Wipro Philippines | October 2021 – October 2023 (2 Years)

- Led onboarding and product-specific training for new hires and tenured employees, ensuring compliance with updated policies, procedures, and quality standards.

SENIOR TEAM LEADER

Iploy Staffing Solutions | January 2020 – February 2021 (1 Year, 2 Months)

- Managed and coached a group of team leaders to drive high performance, meet business objectives, and maintain strong client satisfaction across operations.

OPERATIONS MANAGER

Lexmark Philippines | July 2007 – March 2018 (10 Years, 9 Months)

- Oversaw end-to-end outsourced service delivery, ensured operational efficiency, supported business continuity, and led large teams across customer relations, technical support, and sales functions.

COMMUNICATIONS TRAINER

Western Wats Philippines | March 2005 – June 2007 (2 Years, 4 Months)

- Conducted onboarding and soft-skills training for new hires, preparing agents to meet communication and customer service standards prior to production deployment.

SKILLS/AREAS OF EXPERTISE

- BPO Management (20+ Years)
- Customer Relations
- Technical Support
- Sales & Retention
- Insurance Advisory (Home & Auto)
- Inbound & Outbound Calling
- Quality Assurance
- Learning & Development
- Training & Coaching
- People Management
- Team Leadership
- Risk Assessment & Compliance
- Client Relationship Management
- Effective Communication
- Critical Thinking

TECHNOLOGY

- Microsoft Office 365
- Google Workspace
- CRM Systems
- Dialer Systems
- Call Handling Platforms

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