



CARLOS

[VIDEO INTERVIEW](#)

WORK EXPERIENCE

CUSTOMER SUCCESS REPRESENTATIVE (CONTRACTOR)

Digital | August 2024 – Present

- Improved chat handling efficiency by optimizing shortcuts and canned responses, developed onboarding and training materials, and maintained internal and customer-facing helpdesk documentation.

TEAM LEADER

Peak Support Global Enterprise | September 2018 – February 2024 (5 Years, 6 Months)

- Led a team of 12–15 to consistently exceed SLA, CSAT, and quality KPIs by implementing glidepath targets, reducing escalations by 80%, improving productivity by 25%

CUSTOMER SERVICE ASSOCIATE

Peak Support Global Enterprise | 2018 (Within Tenure Above)

- Delivered frontline Zendesk support, facilitated knowledge transfer as acting SME, improved escalation resolution time by 50%, and implemented workflow enhancements to increase efficiency and team confidence.

OUTBOUND SALES SPECIALIST

Extended Warranty Department | June 2018 – July 2018 (2 Months)

- Conducted cold-calling campaigns to sell car warranties, consistently met and exceeded sales targets, and improved conversion rates through objection handling and persuasive communication techniques.

SECONDARY LANGUAGE TEACHER

Acadsoc | May 2018 – July 2018 (3 Months)

- Delivered customized English language coaching to Chinese-speaking students, improving comprehension and speaking ability by 50% through personalized lesson planning and engagement strategies.

CUSTOMER SERVICE ASSOCIATE

Convergys Philippines Inc. | February 2014 – May 2017 (3 Years, 4 Months)

- Provided chat-based customer and technical support, maintained high KPI and QA scores, conducted proactive email follow-ups, and served as acting SME to support team performance.

CUSTOMER INTERACTION ASSOCIATE

Telus | August 2011 – December 2011 (5 Months)

- Handled technical and customer inquiries, supported sales initiatives, received positive QA evaluations, and assisted teammates with best practices and troubleshooting techniques.

QUALITY CONTROL ANALYST

Scope Works Asia | November 2010 – June 2011 (8 Months)

- Converted voice messages into chat/SMS/email formats with high accuracy while ensuring culturally sensitive and precise transcription quality.

OUTBOUND SALES SPECIALIST

Vutv Communication Center | August 2009 – September 2010 (1 Year, 2 Months)

- Executed cold-calling campaigns to promote TV subscriptions, consistently exceeded sales quotas, and fostered team collaboration by sharing sales strategies.

TECHNICAL SUPPORT SPECIALIST

Sutherland Global Services | November 2007 – June 2008 (8 Months)

- Provided phone-based troubleshooting for tax software, resolved technical issues efficiently, and delivered clear guidance to enhance customer productivity and satisfaction.

SKILLS/AREAS OF EXPERTISE

- Bank Reconciliation
- Accounts Receivable (AR)
- Accounts Payable (AP)
- Invoicing
- Payroll Processing
- Financial Forecasting
- Bookkeeping
- ETL Balancing

TECHNOLOGY

- | | |
|--------------------------|--------------------|
| • Oracle PL/SQL | • QuickBooks |
| • Oracle EBS | • Xero |
| • Oracle ERP | • MySQL |
| • Oracle Retail | • Microsoft Access |
| • SAP | • IBM Mainframe |
| • Microsoft Dynamics 365 | |
| • NetSuite | |

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