



TOMUEL

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WORK EXPERIENCE

TEAM LEADER (PROFESSIONAL BACKGROUND SCREENING SERVICES)

Cisive – Manila, PH | March 2025 – January 2026 (11 Months)

- Directed verification teams to meet production and client deadlines, provided coaching and performance counseling, monitored case reviews, ensured data accuracy, handled inbound and outbound verification calls, implemented work procedures aligned with company standards, and consistently met departmental productivity targets.

OPERATIONS TEAM LEAD (VOICE/CHAT/EMAIL)

TaskUs – Quezon City | June 2024 – March 2025 (10 Months)

- Managed daily team operations, monitored SLAs and KPIs, conducted coaching sessions and performance evaluations, handled escalations including HR concerns, created performance reports, conducted deep-dive CSAT analyses, and served as liaison between management and frontline teams.

OPERATIONS TEAM LEAD (CONTENT MODERATION)

TaskUs – San Fernando, La Union | July 2022 – June 2024 (2 Years)

- Led content moderation teams by overseeing planning and scheduling, monitoring KPIs, delivering coaching and development sessions, managing client communications, resolving operational issues, and driving performance improvements.

OPERATIONS MANAGER (VOICE/EMAIL – SINGAPORE)

Antasis Pte Ltd | March 2020 – December 2020 (10 Months)

- Identified operational gaps and implemented improvements, monitored supervisors and agents' performance, handled managerial escalations, prepared analytical reports, supported recruitment efforts, and aligned team output with organizational and client goals.

ASSISTANT OPERATIONS MANAGER (VOICE/EMAIL – SINGAPORE)

Antasis Pte Ltd | December 2018 – March 2020 (1 Year, 4 Months)

- Supervised hiring, training, and coaching of call center agents, ensured compliance with performance standards, managed escalations, monitored KPIs, prepared operational reports, and supported client real-time reporting requirements.

CALL MONITORING SPECIALIST (BILLING, GENERAL INQUIRY & SALES)

SITEL Corporation (Foundever) | April 2017 – April 2018 (1 Year)

- Analyzed operational processes, ensured quality and service goals were met, conducted deep-dive analyses on failing VOC surveys, prepared quality reports, and supported leadership in improving performance metrics.

QUALITY ANALYST (TECHNICAL – INTERNET SERVICES)

SITEL Corporation (Foundever) | April 2013 – April 2017 (4 Years)

- Evaluated technical support interactions, conducted call listening sessions with clients, implemented quality improvements, performed VOC deep-dive analyses, and supported leadership in meeting financial and service goals.

TECHNICAL SUPPORT REPRESENTATIVE

SITEL Corporation (Foundever) | October 2010 – April 2013 (2 Years, 6 Months)

- Delivered internet and DSL troubleshooting support, diagnosed hardware/software issues, processed call transactions, escalated priority cases, retained customers through alternative solutions, and maintained accurate documentation.

REPORTS/REAL-TIME ANALYST (WORKFORCE DEPARTMENT)

SITEL Corporation (Foundever) | May 2009 – October 2010 (1 Year, 6 Months)

- Managed call center reporting, analyzed staffing trends, recommended workforce adjustments, optimized ACD/WFM tool utilization, and provided data-driven insights to support operations management.

CUSTOMER SERVICE ASSOCIATE (CREDIT CARD ACCOUNT)

SITEL Corporation (Foundever) | July 2008 – May 2009 (10 Months)

- Handled inbound credit card inquiries, met call quality and customer satisfaction targets, and executed upselling and retention strategies.

SKILLS/AREAS OF EXPERTISE

- Leadership & Team Management
- Data Management & Reporting
- Problem Solving
- Performance Monitoring
- Coaching & Staff Development
- Customer Service Operations
- Business Communication (Fluent English)

TECHNOLOGY

- Avaya
- IEX (Workforce Management)
- Citrix
- Zendesk

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