



# JOHN PAUL CARIAS

## TEAM MANAGER

### CONTACT

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### SKILLS

- Email / Voice / Chat Specialist
- Zendesk Tool
- Ravelin Tool
- Braze Tool
- Looker Tool
- Power BI Tool
- Microsoft & Google Office Suites
- Oracle Tool (Payroll)
- Live Agent Support Tool
- Expert with Data Reporting

### TRAINING/SEMINAR

- Data Story Telling Training (Reporting)
- Extreme Ownership Training (Facilitated by Jocko Willink)
- The Art of Coaching Training

A team manager who specializes in providing excellent consumer service and experience. I am a professional team manager with 6+ years of experience training and helping with the development of team members and to strive to meet client needs.

### RELEVANT EXPERIENCE

#### RESEARCH AND DATA ANALYST

TASKUS (September 2015 - February 2016)

- Gather and Secure Customer Data for their Online Orders, Responsible for Order Placing, Order Confirmation and Order Shipping

#### CUSTOMER SERVICE REPRESENTATIVE

TASKUS (February 2016 - June 2016)

- **Voice, Chat and Email Specialist**
  - Food Delivery Account. Trained to handle and meet Customers, Riders and Restaurant Needs

#### TEAM MANAGER

TASKUS (June 2016 - August 2022)

- Call/Chat/Email Interaction Auditing
- Handling Quality Check & Team Overall Performance
- Handle Team Members' Payroll
- Daily Team Meeting - to ensure everyone is updated with Company and Client related processes
- Coaching and Development of Team Members

### EDUCATION BACKGROUND

#### ASSOCIATE DEGREE IN COMPUTER SCIENCE

Asian Institute of Science and Technology | 2011-2013

- Most Competent in Computer Programming
- Senator Loren Legarda's Leadership Awardee