



Contact

Phone

09152885217

Email

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Address

Norzagaray, Bulcan, PH

Education

2015- 2018

**Industrial Technology Major in Hotel
and Restaurant Management**
BOHOL ISLAND STATE UNIVERSITY

2011- 2015

High School

GUINACOT NATIONAL HIGH SCHOOL
GUINDULMAN, BOHOL

Expertise

- Team Management
- Coaching And Mentoring
- Microsoft Office Literate
- People Engagement
- Time management
- Retention Management
- Strong Communication Skills
- Class Facilitation
- Root Cause Analysis
- Problem-solving

Language

English

Tagalog

Mark Belly Joe Mapalad

CUSTOMER SERVICE MANAGER

I am a customer support specialist skilled in providing first-rate experience to customers by maintaining a high level of work ethic and applying my skills in listening, problem solving and conflict resolution, empathy, and communication. I am also a multitasker with great attention to detail, organizational skills, and the ability to work under pressure.

Experience

2021 - Present

Optum - United Health Care | Quezon City, Manila

Deputy Manager (September 2024 – Present)

- Provide real-time support to any advocate/ supervisor inquiry
- Drives the culture of Performance in the span and focusses on meeting and exceeding the customer expectations
- Driving Cost Reduction Agenda in the Processes with Automation Opportunities, Productivity Enhancement and cross skilling opportunities.
- Manage team and ensure quality and productivity targets are met.
- Work closely with the Operations Supervisor and formulate steps for Process Improvement.
- Engages and motivates the team to get effective Delivery while meeting the Retention goals.
- Periodically monitors the Performance Trend and Builds Performance Management Culture while formulating action plans to improve performance where SLA's are not being met.

Assistant Manager (December 2021 – August 2024)

- Handling Tier 1 agents assisting customer with insurance benefits.
- Providing coaching and feedback, Auditing agents call.
- Facilitating team huddles to provide updates with the process and with their performance.
- Creating and implementing action plans to improve team performance.
- Guiding and motivating agents to give their best performance and pursue career growth.
- Identify the strengths and opportunities of an agent and make plans to develop and improve them (People Development Management).
- Conducting Rewards and Recognition among the team to acknowledge my agent's performance.

2020 - 2021

TDCX - Facebook | Pasig City, Manila

Client Service Representative

- Help clients to create ads and manage their advertising account.
- Answer all clients concern on their advertising accounts including issue on their Pages, Ad account, Business Manager and more.

2018 - 2020

WNS - Expedia | Quezon City, Manila

Customer Service Representative

- Helps customers solve problems with their flight bookings, including but not limited to flight delays and flight cancellations.
- Helps customers make changes on their flight bookings and/or hotel reservations.
- Provides top-class experience to customers while championing the Expedia values of positive approach, honesty, thinking both big and smart, and striving relentlessly for the better.

Reference

Gomez, Ailynne

Deputy Manager | Optum
09171034601

Jim Sinay

Deputy Manager | Optum
09164736514

Skills:

Administrative task | Communication and Customer Service | Social Media Marketing
Technical and Creative Skills | Time Management and Organization