



adigueana@gmail.com



+63 909-0828787



Marikina City, Philippines 1800

EDUCATION

Bachelor of Science, Tourism
**POLYTECHNIC UNIVERSITY OF
THE PHILIPPINES**, Manila
April 2003

ANA LIZA ADIGUE

PROFESSIONAL SUMMARY

Team-oriented professional prepared to take on leadership responsibilities with focus on driving results and fostering collaboration. Proven success in managing teams, overseeing project execution, and adapting to dynamic work environments. Known for reliability, flexibility, and strong organizational skills, ensuring seamless team operations and achievement of goals.

SKILLS

- Coaching and mentoring
- Performance improvement
- Operations management
- Attention to detail
- Schedule management
- Performance monitoring
- Process improvement
- Key performance indicators
- Conflict resolution
- Strategic planning

WORK HISTORY

July 2023 - December 2024

Rhipe Philippines Inc. - Team Lead - Concierge Commerce, Mandaluyong

- Enhanced overall team performance by providing regular coaching, feedback, and skill development opportunities.
- Collaborated with other department leads to streamline workflows, improve interdepartmental coordination, and achieve business goals collectively.
- Served as a role model for the team by demonstrating commitment to excellence, professionalism, and adherence to company values at all times.
- Coached team members in techniques necessary to complete job tasks.
- Promoted a positive work environment by fostering teamwork, open communication, and employee recognition initiatives.
- Conducted regular progress reviews with individual team members to identify areas for improvement and provide guidance on career development opportunities.

January 2018 - July 2023

Concentrix CVG Philippines - Team Lead - Operations, Quezon City

- Conducted regular progress reviews with individual team members to identify areas for improvement and provide guidance on career development opportunities.
- Established clear performance metrics for the team which helped in tracking progress towards set targets effectively.
- Led cross-functional teams for successful project execution while maintaining strong collaboration among team members.
- Evaluated staff performance and provided coaching to address inefficiencies.

- Conducted regular reviews of operations and identified areas for improvement.
- Maintained database systems to track and analyze operational data.

December 2015 - November 2018

Concentrix CVG Philippines - SME Lead, Quezon City

- Implemented differentiated instruction techniques to accommodate various learning styles and abilities within the classroom.
- Devised and implemented processes and procedures to streamline operations.
- Developed effective improvement plans in alignment with goals and specifications.
- Provided reporting for forecast analysis and ad-hoc reporting in support of decision-making.
- Conducted regular reviews of operations and identified areas for improvement.
- Generated reports detailing findings and recommendations.
- Maintained database systems to track and analyze operational data.
- Helped meet changing demands by recommending improvements to business systems or procedures.
- Cultivated positive relationships with vendors to deliver timely and cost-effective supply of services and materials.

February 2014 - December 2015

Concentrix CVG Philippines - Tier 2 Associate, Quezon City

- Handles escalations, Supervisor calls, Process consultation Tier 2 scenarios (ex: Volume Licensing Scenarios)
- Increased customer satisfaction by resolving complex issues and providing exceptional service at all times.
- Analyzed customer data to identify trends and anticipate customer needs.
- Improved team collaboration by initiating regular coordination meetings.
- Increased customer satisfaction with thorough product demonstrations and personalized advice.