



## DENNIS VARGAS

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### Objective

With extensive experience in team management and operations, I possess strong project management skills, strategic planning capabilities, and effective communication techniques. I am eager to leverage my expertise and passion for excellence to contribute to your organization's success.

### Experience

#### **TeamSpan Asia| Team Manager**

**September 2019 - June 2024**

- Oversaw a team of 35 members, focusing on performance and development.
- Coached the team using Key Performance Indicators (KPIs) to consistently meet and exceed goals.
- Prepared and delivered detailed weekly and monthly reports to clients, providing insights into team progress and performance metrics.
- Managed client escalations, resolving issues promptly to maintain client satisfaction and improve the overall client experience.

#### **TeamSpan Asia | Account Specialist**

**February 2014 - August 2019**

- Discussed order requests with clients to ensure clear understanding of their needs.
- Validated order requests for accuracy and completeness before processing.
- Entered verified order requests into SAP, maintaining precise and organized records.
- Communicated with customers on the status of their requests, providing updates and addressing concerns to ensure a smooth process.

#### **TaskUs| Interim Operations Manager**

**June 2016 - December 2016**

- Maintained strong client relationships through daily communication to ensure their needs were met.
- Managed client escalations, resolving issues promptly to uphold client satisfaction.
- Provided weekly and monthly reports on Key Performance Indicators (KPIs), delivering insights into performance and progress.
- Led and supported a team of 10 team leaders, driving them to achieve operational goals.

#### **TaskUs | Team lead**

**December 2014 - May 2016**

- Managed a team of 35 employees across QC, Ortigas, BGC, and Imus, overseeing performance to meet standards and objectives.
- Reported weekly to clients on Key Performance Indicators (KPIs), providing detailed updates on progress and achievements.
- Coordinated efforts across multiple locations, ensuring consistent communication and alignment for success.

#### **TaskUs | Email and Chat Representative**

**December 2013 - November 2014**

- Responded to customer feedback in Zendesk, addressing concerns and providing timely solutions.
- Uploaded driver application documents for Uber, ensuring accurate submission of all required files.
- Notified applicants of missing or incorrect documents, guiding them through the process to ensure complete and correct applications.

#### **Civicom| Data Management Specialist**

**June 2013 - October 2013**

- Utilized all available resources to research and gather client information online.
- Transferred collected data into Excel, ensuring accuracy and organization.
- Cleaned and formatted the data before delivering it to the client.

#### **IA Media | Account Manager**

**April 2012 - April 2013**

- Developed and maintained relationships with online advertisers.
- Generated and qualified leads for potential advertisers.
- Collaborated with the sales team to align lead generation efforts with advertiser goals and campaigns.
- Addressed advertiser inquiries and concerns, ensuring client satisfaction and long-term partnerships.

**Aegis | Project Manager****August 2011 - April 2012**

- Oversaw the planning, execution, and delivery of Verizon APAC projects.
- Monitored project progress and provided updates to the customer.

**FirstSource | Project Manager****September 2010 - June 2011**

- Oversaw the planning, execution, and delivery of Verizon US projects.
- Monitored project progress and provided updates to the customer.

**TeleTech | Technical Support****December 2009 - September 2010**

- Troubleshoot hardware and software issues on HP laptops, providing detailed technical assistance.
- Diagnosed system malfunctions, network connectivity problems, and performance issues.
- Guided customers through resolving operating system errors, driver updates, and software installations.
- Assisted with laptop setup, configuration, and optimization for performance and security.

**Convergys | Customer Support****December 2008 - June 2009**

- Assisted customers with inquiries related to cable billing, providing clear and accurate information.
- Resolved billing discrepancies by investigating account issues and making necessary adjustments.
- Processed payments, set up payment plans, and guided customers through billing-related transactions.
- Explained billing statements, charges, and service fees to ensure customer understanding.
- Addressed customer concerns about late fees, service suspensions, or incorrect charges, offering timely solutions.
- Escalated complex billing issues to higher-level support when needed for resolution.

**Education****College**

De La Salle University - Dasmariñas

2004- 2008

**Skills**

- Multi-tasking skills
- Organizational skills
- Proactive mindset
- Capable of working under time pressure
- Excellent written and spoken English communication
- Customer Service
- Technical Support
- Inbound calling
- Phone, chat, and email handling
- Project Management

**Tools**

- Zendesk | SAP | Citrix | Oracle | AnyDesk | Podio | CallRail
- Slack | MS Office | Outlook | Google Suite | Azure Remote Desktop
- Zoom | Skype | Teams