

# Jaloux Bohol

Team Manager

## PROFESSIONAL SUMMARY

Experienced Team Leader with a strong track record in enhancing customer experience and boosting client retention. Skilled in leading teams, analyzing feedback, and implementing strategies to improve satisfaction and loyalty.

## WORK EXPERIENCES

### Team Leader

2023–Present

Ubiquity Global Services

- Responsible for a team of customer service representatives to ensure SLAs are met around quality and productivity.
- Handle escalated customer inquiries, complaints, and complex issues and provide prompt and effective resolutions to maintain customer satisfaction.

### Team Manager

2020–2023

Alorica Philippines

- Monitor team performance, identify areas for improvement, and implement solutions.
- Participate in the development and implementation of call center strategies and processes.
- Foster a positive and collaborative work environment
- Conduct regular performance reviews and provide constructive feedback.

### Admin Assistant

2018–2029

Lipiemco

- Assist with the preparation and management of Administration schedules.
- Answering phones, managing emails, and preparing correspondence.
- : Managing calendars, scheduling meetings, and coordinating travel arrangements.

I hereby certify that the above information stated and declared are true and to best of my knowledge.

Jaloux Bohol

## CONTACT

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Cabuyao City

## EDUCATION

### Pamantasan ng Cabuyao

Bachelor of Science in  
Business Administration  
2018–2024

## SKILLS

People Management  
Critical Thinking  
Effective Communication  
Delegation  
Emotional Intelligence  
Adaptability  
Organizational Skills  
Accountability  
Creativity