



LEONELYN SADLUCAP

About Me

Dynamic Operation Manager with a proven track record at Teleperformance, enhancing team productivity and customer satisfaction through expert operations management and exceptional leadership. Skilled in problem-solving and employee development, achieving significant improvements in performance outcomes and operational efficiency.

Education

Bachelor of Science in Nursing

- Capitol University
- (2012 to 2015)
- Bachelor of Information Technology
- STI (2015 to 2017)

Professional Skills

- Problem-solving and adaptability
- Multitasking and time management
- Customer follow-ups and retention

Language

ENGLISH
VERNACULAR
FILIPINO

Citizenship

- FILIPINO

Character Reference

- Junica Albances
- junicaalbances@gmail.com
- 09708224751
- Senior Operation Manager

WORK EXPERIENCE

- **General Virtual Assistant (01/2025 to 3/2025)**
- **with Outbound and Inbound**
- Managed inbound calls, responding to customer inquiries, technical support, and order processing
- Conducted outbound calls for sales, follow-ups, lead generation, and appointment setting.
- Handled email and chat support to assist clients with their concerns.
- Performed administrative tasks such as scheduling, data entry, and document management
- **OPERATION MANAGER - (01/2022 to 12 /2024)**
- **TELEPERFORMANCE - (Bacolod city)**
- **Supervised operations staff and kept employee's compliance with company policies and procedures.**
- Empowered employees to take ownership of their responsibilities, leading to increased accountability and improved performance outcomes.
- Conducted regular performance reviews, identifying areas for improvement and developing action plans to address them
- Managed inventory and supply chain operations to achieve timely and accurate delivery of goods and services
- **OPERATION SUPERVISOR - (02/2020 to 01/2022)**
- **ELEPERFORMANCE - (Bacolod city)**
- Managed daily operations for optimal performance, ensuring smooth workflows and Timely completion of task.
- Maintained open lines of communication with upper management to provide regular updates on operational progress and challenges faced by the team.
- Conducted regular performance evaluation for direct reports, identifying areas for improvement and setting development goals accordingly.
- Enhanced Team productivity by providing ongoing training, coaching, and mentoring to staff members.
- **CUSTOMER REPRESENTATIVE - (11/2018 to 02/2020)**
- **TELEPERFORMANCE - (Cagayan De Oro City)**
- Managed high-stress situations effectively, maintaining professionalism under pressure while resolving disputes or conflicts.
- Resolving customer complaints with empathy, resulting in increased loyalty and repeat business.
- Handled escalated calls efficiently, finding satisfactory resolutions for both customers and the company alike.

EMAIL

- Leonelynsadlucap