





Roland Cajes Medico

 medicoroland.jobs180.com
 Team Leader

OBJECTIVE

To leverage my diverse experience in leadership, quality management, technical support, education, and administration in a dynamic work environment that fosters professional growth. Seeking a role where I can apply my expertise in team management, quality assurance, and process optimization while continuously learning and contributing to organizational success. Passionate about driving excellence, mentoring teams, and enhancing operational efficiency in a results-driven setting.

PERSONAL INFORMATION

Birthdate: November 18, 1994
Civil Status: Single
Nationality: Filipino
Address: B Avenue, Sorila Compound, Brgy. Banilad Cebu City, Central Visayas (Region VII) 6000
Gender: Male

CONTACT INFORMATION

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Home: 09946216274
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SKILLS

- Computer Literacy

LANGUAGES

- English
- Tagalog

ACHIEVEMENTS

Best Retention Team Leader (2024)
Quarter 4 Rockstar Team Leader (2024)
Quarter 3 Rockstar Team Leader (2024)
Quarter 2 Rockstar Team Leader (2024)
Quarter 1 Top Team Leader (2024)
Quarter 4 Rockstar Team Leader (2023)
Quarter 3 Top Team Leader (2023)
Quarter 2 Rockstar Team Leader (2023)
Quarter 1 Rockstar Team Leader (2023)

WORK EXPERIENCE

Concentrix - CVG Phils. Inc.

(2021 Nov to Present)

Position: Team Leader
Supervisor / Senior Associate (5 yrs and up experience)

Specialization: Customer Service

Industry: Outsourcing (Call Center / BPO)

Nature of Work: Leading a team in the healthcare support industry, ensuring high-quality service delivery for US-based clients. Responsible for overseeing agent performance, maintaining compliance with healthcare regulations, and driving continuous improvement in service quality. Collaborates with Training and Quality teams to enhance operational efficiency and provide exceptional patient and provider support.

Concentrix - CVG Phils. Inc.

(2017 Apr to 2021 Sep)

Position: Technical Support, Advisor II
Junior Associate (1-4 yrs experience)

Specialization: Customer Service (Technical)

Industry: Outsourcing (Call Center / BPO)

Nature of Work: Provided technical support for US-based internet services provider, troubleshooting connectivity issues, assisting with network configurations, and ensuring a seamless customer experience. Specialized in diagnosing and resolving technical concerns efficiently while delivering excellent customer service. Worked closely with cross-functional teams to enhance service reliability and customer satisfaction.

Trinidad Municipal College

(2016 Jun to 2017 Mar)

Position: Instructor Trainee
Trainee

Specialization: Education / Academe

Industry: Education

Nature of Work: Served as an Instructor Trainee in a college, specializing in Information Technology. Assisted in delivering lectures, facilitating hands-on lab activities, and guiding students in developing technical skills. Provided mentorship to students, fostering a learning environment focused on innovation and problem-solving in IT.

Trinidad Municipal College

(2014 Oct to 2016 Mar)

Position: Office Assistant
Trainee

Specialization: Clerical/Administrative Support

Industry: Computer / Information Technology (Hardware)

Nature of Work: Provided administrative support as an Office Clerk for the college head, managing documents, scheduling appointments, and handling correspondence. Assisted in organizing school records, coordinating events, and ensuring efficient office operations. Maintained confidentiality and professionalism while supporting the school's administrative functions.

EDUCATION

2020 May	Bachelor's/College Degree Cebu Technological University - Main (CTU Main) Major: Diploma In Professional Education Field of Study: Education/Teaching/Training
2019 Mar	Post Graduate Diploma / Master's Degree Cebu Technological University - Main (CTU Main) Major: Industrial Technology Field of Study: Science and Technology
2017 Mar	Bachelor's/College Degree Trinidad Municipal College Major: Programming, Hardware Servicing Field of Study: Computer Science/Information Technology
2013 Oct	Some College (But did not graduate) Cebu Technological University - Main (CTU Main) Major: Information And Communication Technology Field of Study: Computer Science/Information Technology

CERTIFICATIONS

2025 Annual Information Security And Data Privacy Education	2024 Unified Code Of Discipline And Ethics
2024 Building Culture Of Inclusion And Innovation	2024 SafeSpeak Psychological Safety Skills Training For People Managers
2024 Taking The Lead With Workplace Motivation And Engagement	2024 Developing Your Leadership Skills And Develop Direct Reports
2024 HIPAA - What You Need To Know	2024 Understanding Occupational Safety In The Workplace
2024 Emergency Preparedness Fire And Earthquakes	2024 Emergency Preparedness Evacuation Procedures
2024 Occupational Safety And Health Training	2024 Emotional Intelligence And Tact
2024 Fraud Waste And Abuse & General Compliance	2024 Environmental Sustainability Program
2024 Trust Building And Team Empowerment	2023 Mental Health Awareness
2023 Insider Risk & Compliance Education For Account Leaders	2022 People Solutions Onboarding For New Leaders
2022 Best In Retention Team Lead	2021 Yellow Belt Six Sigma
2017 9th IT Congress	2016 8th IT Congress
2016 Computer Hardware Servicing NC II	

SEMINARS

2024 You On The Rise, Unboxing The Power Of You	2023 Leading A Challenging Conversation
2023 Being A Fair And Caring Manager	2023 COPC For Team Leaders
2023 SPOT Training For People Managers	2023 BBSI
2023 Competency-Based Behavioral Interview Techniques	2022 HIPAA And The Privacy Act
2022 Cross-Cultural Communication	2022 Becoming A DEI Ally And Agents For Change

2022
Developing Resilience

2022
Managing Multigenerational Workforce

2022
Lead Now

2022
Mental Wellness Partner

2020
Emotional Intelligence, Resilience And Stress Management

2022
Building Your Professional Network

2022
Managing Multigenerational Employees

2022
Grow Coaching

2021
Journey To Leadership

2017
9th Bohol IT Congress(PSITE7)

REFERENCES

Rain Del Mar

Manager
Operations Manager
Concentrix-CVG Phils. Inc.
09777044699

Namsarie Masla

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Team Leader
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Melvy Villarin

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