



Christine Mae Tugano

Contact



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About Me

Enthusiastic professional with knack for streamlining operations and enhancing team productivity. Adept at problem-solving and fostering collaborative environment. Proven track record in ensuring efficient workflow and meeting deadlines through effective communication and organisational skills. Eager to leverage leadership capabilities and proactive approach to drive success in operational roles.

Skills

- Strategic Planning
- Risk Assessment
- ISO 9001 Manufacturing
- Quality Assurance
- Continuous Improvement
- Staff Supervision

Education

2014 - 2018

- **Bachelor of Arts in Communication**
Gordon College

- Communication Student of the Year
- Best Thesis Award

Experience

- **Operations Supervisor**

January 2024 - Present

Buwelo BPO Solutions

- Analysed performance data to identify trends and areas for improvement
- Kept management up-to-date on recurring issues, customer complaints and employee matters through reports.
- Monitored individual performance, providing coaching and training opportunities to struggling team members, improving colleague satisfaction.
- Observed team operations to verify employees work with maximum productivity, adhering to company best practices.
- Managed shift rotas and personnel allocation, ensuring optimal staffing levels during peak times.

- **Team Leader**

October 2021 - December 2024

Buwelo BPO Solutions

- Dealt with complex customer complaints professionally and politely, resolving issues with favorable solutions.
- Monitored call metrics to evaluate performance and identify areas for improvement in call handling processes.
- Maintained up-to-date knowledge of company policies and procedures to provide accurate information to customers.

- **ISO Junior Auditor**

AQM Management Consultancy

2018 - 2021

- Assessed the effectiveness of corrective actions implemented, ensuring they met audit recommendations.
- Maintained up-to-date knowledge of ISO standards and regulatory requirements, advising management on updates.
- Utilised data analysis to identify trends and areas of risk within organisational processes and controls.
- Analysed audit findings, providing constructive feedback and recommendations to department heads.

References

Alvin Alvarez

Buwelo BPO Solutions | SBU Manager

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Reina Hallare

AQM Consultancy | Auditor

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