

Racheline D. Sy

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About Me

I am an experienced Team Leader with a strong background in team management, customer service, and performance improvement. Skilled in coaching, handling escalations, and optimizing workflows to enhance efficiency and customer satisfaction. Passionate about leadership and delivering exceptional service.

Skills - Leadership & Coaching, Excellent Written and Verbal Skills, Native in Filipino and English Language, Adaptable in Conflict Resolution. Call Center Software Proficiency, Data Analysis and Reporting, Training and Development, and Quality Assurance

Professional Experience

Intouchcx Cubao (January 2019 - December 2024)

Team Leader

AFNI Commonwealth (August 2016 - April 2018)

Order Support Representative

Subject Matter Expert (SME)

Concentrix Ayala UP-Technohub (March 2014-December 2015)

Customer Service Associate

Convergys- Technohub (AT&T) (October 2011 - July 2012)

Customer Service Associate

APAC - Cubao (Pharma) (October 2007 - March 2008)

Customer Service Representative

ICT Group (HSBC & CITIBANK) (July 2006- July 2007)

Customer Service Representative

Education

Mapua University (2002)

Bachelor of Science in Civil Engineering

Technological University of the Philippines (2006)

Bachelor of Science in Commerce Financial Management and Accountancy