



OSCAR E. RAVINA

OPERATIONS SUPERVISOR



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PROFESSIONAL SUMMARY

Highly motivated and results-driven supervisor with a proven track record of enforcing standards to ensure the completion of high-quality operations. Adept at leading teams, improving processes, and maintaining compliance with company policies and industry regulations. Demonstrates strong problem-solving abilities, effective communication skills, and a commitment to fostering a productive and collaborative work environment. Dedicated to achieving operational excellence and driving continuous improvement to meet organizational goals.

PROFESSIONAL EXPERIENCES

OPERATIONS SUPERVISOR

2021 to Present

IQOR PHILIPPINES

- Led and managed a team of call center agents, ensuring adherence to company policies, performance standards, and customer service protocols to achieve operational excellence.
- Monitored call center metrics, analyzed performance data, and implemented strategic improvements to enhance service quality, reduce call handling times, and increase customer satisfaction.
- Conducted regular training sessions and performance reviews, providing constructive feedback and coaching to team members to foster professional development and maintain a high-performing workforce.

QUALITY ASSURANCE ANALYST

2016-2021

IQOR PHILIPPINES

- Conducted thorough quality evaluations of customer interactions, ensuring adherence to company standards and identifying areas for improvement to enhance overall service quality.
- Analyzed call center performance data and generated detailed reports, providing actionable insights and recommendations to management for process optimization and training needs.
- Collaborated with training and operations teams to develop and implement quality improvement initiatives, fostering a culture of continuous improvement and excellence in customer service.

PROFESSIONAL SKILLS

Leadership and Team Management:

- Proven ability to lead, mentor, and motivate teams to achieve high performance and meet organizational goals.

Quality Assurance and Control:

- Expertise in evaluating customer interactions and ensuring compliance with quality standards to enhance service delivery.

Data Analysis and Reporting:

- Strong analytical skills with proficiency in interpreting performance metrics and generating actionable insights to drive improvements.

Process Improvement:

- Adept at identifying inefficiencies and implementing strategic changes to streamline operations and enhance productivity.

Effective Communication:

- Excellent verbal and written communication skills, ensuring clear and concise information exchange with team members and stakeholders.

Customer Service Excellence:

- Committed to delivering exceptional customer service by maintaining high-quality standards and continuously improving service protocols.