

Ronald Bryan V. Felipe

Lot 5 Block 5 Tanglaw Village brgy Tumana, Sta Maria Bulacan Philippines

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PROFILE:

Committed and responsible, I am seeking for the **Team Leader** position which will utilize the organizational, communication and administrative skills.

Throughout my stint with my present company, I have developed myself to be self-motivated, organized and capable of working under pressure. I have a clear, perceptive mind with a rational approach to problem solving and a drive to see things through to completion. I enjoy working on my own initiative or in a team. In short, I am determined, unequivocal, and trustworthy with an eagerness to learn more.

Special Skills:

1. Computer literate
2. Fluent in both written and conversational English
3. Ability to work under pressure
4. Problem solving
5. Has current/previous experience with BPO/Call Centre/Administrative functions

WORK EXPERIENCE:

Team Lead

Concentrix

Ayala North Exchange Makati City Philippines

August 22, 2024 – Present

- Working as a Team Leader, providing coaching and guiding the team in achieving targets
- Handles a team of none voice account that supports customer with their product

Global Service Desk Lead

Wipro Philippines

Eton Centris 1, Quezon City Philippines

February 18, 2016 – July 25, 2024

- Troubleshoot Computers, Laptop and devices which is a product of Dell.

- Troubleshoot Microsoft Outlook, VPN, Active Directories and application mainly used by employees in Abbott.
- Worked as a Floor Support, supporting agents on the floor guiding them through the write process.
- Working as a Team Leader, providing coaching and guiding the team in achieving targets
- As a Team Leader client facing or client interaction is done and ensured to maintain good client relationship, reports generation and meeting are done as one of basic skills for team lead role.

Technical Support Representative

Expert Global Solutions

Eton Centris 3, Quezon City Philippines

April 25, 2014 - October 14, 2015

- Troubleshoot Computers, Laptop and devices which is a product of Dell.
- Contributes to team effort by accomplishing related results as needed.
- Worked as a Point of Contact to handle cases of Dell related products.

Customer Service Representative

Startek International Limited

Eton Cyberpod Ortigas Mandaluyong City Philippines

November 9, 2012 - February 18, 2014

- Support for Tmobile customers in the USA.
- Tmobile one of the leading Telecommunication Company in the USA/

Technical Support Representative

Hinduja Global Solutions

Eastwood City, Quezon City Philippines

July 29, 2011 - October 18, 2012

- Management and administration support for Sony Cameras
- Provide resolution for Sony Products
- Processing of Insurance Claims for Sony Products
- Provide Troubleshooting for Sony Products especially for Sony Camera.

PERSONAL INFORMATION:

Date of Birth	:	November 17, 1985
Place of Birth:		Metro Manila
Civil Status	:	Married
Age	:	38
Religion	:	Catholic
Citizenship	:	Filipino

REFERENCES:

Jester Pedraza

QA - Wipro

09088883192

Brian Malto

Team Leader - Wipro

09778178616

Samson Erguiza

Group Lead - Wipro

09173161243