



BENJAMIN ALEXANDER T. ZINGALAOA



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bendoy09@gmail.com

EDUCATION

College of Business and
Accountancy
Major in Information
Technology
(Undergraduate)
Holy Angel University, Angeles
City
2002

EXPERTISE

- Management Skills
- Coaching Approach
- Technical expertise
- Problem Solving Capabilities
- Critical Thinking
- Communication Skills

LANGUAGE

- English
- Pilipino

PROFILE

Objective: A position that will provide the opportunity to make a strong contribution, where my proficiency will be applied and continued through development of professional skills.

WORK EXPERIENCE

Task Us - Drive order placer

Oct. 2023 -

Present

Team Leader Leading, Guiding and Developing CSAs to achieve their individual and AccountMetric Goals

- Meeting all agreed-upon turnaround time for deliverables

Concentrix

2020-2023

Team Leader

- Focusing on individual performance to drive Team's performance
- Managing agents' performance and Listening to each individual feedback and conducting huddles to adjust on any given product update

Sutherland

2013-2019

Team Manager

- Audit and Coaching
- Ensuring Service Level is met on a daily basis
- Balancing Headcount and forecast to meet incoming calls

REFERENCES

Ava Ruth Plata

Concentrix

Phone: 09428008980

Precious Anne Ruiz

Organizational Development

Phone: 09179964202

Email: Pianne.ruiz@gmail.com