

CARLO LAPASARAN

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TEAM LEADER, OPERATIONS

Goal-oriented and motivated professional whose objective is to deliver steadfast support by utilizing my diverse skill set. Prioritizing efficiency, organization, and outstanding communication, I strive to simplify administrative tasks, elevate client experiences, and contribute to the overall success of the business.

WORK EXPERIENCE

Team Leader, Operations | Concentrix

February 2023 - present

- Overseeing day-to-day operation and implement strategies that team members utilize to achieve goals through weekly coaching.
- Monitoring a team of 15 HC and report on metrics and address issues by connecting with other stakeholders through weekly cadence

Event Coordinator | McAdam Financial/MyOutdesk

January 2024 - September 2024

- Coordinating with venues and internal teams to schedule and plan details of upcoming events for our Company Marketing Program.
- Managing relationships and communication with restaurants/venues through MSOutlook and Ring Central
- Maintaining a master list of venues, vendor contacts, and details of venues and keeping track of progress through Asana

Quality and Support Analyst | Concentrix

July 2021 - February 2023

- Assessing the accuracy, consistency, and adherence to quality standards of moderation decisions.
- Tracking and analyzing the performance of content moderators, providing feedback and training to improve quality and consistency.
- Innovates quality control plans to sustain and remediate performance issues on a weekly basis

Operations Trainer | Conectys

March 2021 - July 2021

- Designing and delivering training materials and programs to teach content moderators how to review and moderate content effectively.
- Conducting regular assessments of moderator performance, providing ongoing support, and addressing questions or concerns.

Quality Assurance Analyst | Conectys

February 2020 - March 2021

- Providing feedback and support for content moderation tools and processes to improve their effectiveness.
- Assessing the performance of content moderators, providing feedback and recommendations to improve their accuracy and efficiency.

Content Moderator | Conectys

November 2018 - February 2020

- Categorizing and labeling content according to predefined policies, escalating complex or ambiguous cases as necessary.
- Evaluating user-submitted content, including text posts, comments, images, videos, and live streams, against established community guidelines and terms of service.

SKILLS

- Effective Time Management
- Event Coordination and Management
- Leadership and Team Management
- Efficiency Under Pressure
- Tool literate (Microsoft Office, Asana)
- Quality Assurance and Training Development

EDUCATION

Bachelor's Degree on Secondary Education, Major in English

University of Southeastern Philippines

June 2014 - June 2018

Outstanding Student Leader Awardee