



Enrico P. Garcellano

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SUMMARY OF QUALIFICATIONS

A seasoned Customer Experience Manager with 30 years of proven expertise in customer experience, support, and leadership across diverse industries. Eager to transition from an Assistant Manager to a Senior Manager position, leveraging comprehensive skills in team management, customer service excellence, and strategic leadership. Dedicated to enhancing operational efficiency, nurturing a culture of high performance, and spearheading initiatives to achieve organizational goals

PROFESSIONAL EXPERIENCE

Team Manager, Alorica Philippines
Dec 2021 - Oct 2022

- Led and guided agents to achieve KPIs, ensuring goals were specific, measurable, achievable, realistic, and timely (SMART).
- Coached and motivated team members provided effective feedback, and managed teams to drive performance excellence.
- Enforced policies and procedures to meet or exceed SLA
- Performed admin tasks such as attendance monitoring, payroll, and HR coordinator for employee requirements or concern

Non-life Insurance Agent (Freelance), Oona Insurance
Feb 2019 - Present

- Spearheaded lead generation initiatives through online channels and referrals, leveraging digital platforms and personal networks to expand client base.
- Customized insurance products to align with individual client requirements, ensuring tailored solutions that address specific needs and preferences effectively.
- Prepared and delivered comprehensive quotes for client presentations, utilizing a thorough understanding of insurance products and market dynamics to articulate value propositions clearly.
- Provided seamless assistance to clients throughout the payment process, offering support for online transactions, over-the-counter payments, and pick-up options, enhancing convenience and satisfaction.
- Cultivated and nurtured robust business relationships with clients, proactively engaging with renewal reminders to maintain retention rates and foster long-term loyalty.

Virtual Assistant Customer Service, My Water Filter
Sep 2017 - Dec 2019

- Provided support to customers regarding water filtration systems, processed orders, and coordinated with suppliers to ensure customer satisfaction.
- Acted as an expert in water filtration design and upsell system design that would exceed customers' expectations for a positive customer experience
- Utilized Zendesk for calls and chat, converted customer inquiries into sales, and maintained efficiency of overheads.

Performance Development Manager, RFE Group
Sep 2015 - Mar 2017

- Performed Social Media Marketing to attract potential business partners and gain a better reputation online
- Created email marketing and marketing flow chart campaigns using Infusionsoft, contributing to increased engagement and lead generation.
- Handled email and calendar management, ensuring efficient communication and organization of tasks.
- Created videos for marketing campaigns using Sparkol, enhancing brand visibility and customer engagement.

Associate Engineer Client Services, Verizon Communications Phils., Inc
Apr 2015 to Sep 2015

- Managed the Repairs Department, handling trouble tickets for circuits and phone issues, and providing updates to customers.
- Facilitated communication between the technical team and customers, ensuring prompt resolution of issues and enhancing customer satisfaction.
- Performed strong problem-solving, analytical skills, and sales skills which resulted in ranking top in upselling products and services

Bid Support Specialist, IBM Global Process, Makati City
Jan 2012 to Mar 2015

- Assisted the US sales team in processing price quotations, solution design, and ordering, contributing to successful sales transactions.
- Coordinated with various departments to ensure timely process flow and meet client needs for solution design, enhancing customer satisfaction.
- Conducted research and provided support for tasks, contributing to the development of effective sales strategies and solutions.

**Customer Service Representative, Teleperformance Inc, Paranaque City
May 2009-Dec 2011**

- Consistently recognized as one of the top ten performers for resolving customer issues and achieving high customer satisfaction ratings.
- Provided cross-selling products and services to customers, contributing to increased revenue and customer retention.
- Demonstrated effective communication and negotiation skills in resolving customer inquiries and complaints.

**Funding Supervisor, JP Morgan Chase Inc, Makati City
May 2008-Feb 2009**

- Managed a team of Junior Funders, ensuring quality handling of mortgage documents and efficient workflow.
- Spearheaded a back-log project, categorizing tasks systematically and providing individual coaching to team members, resulting in improved workflow and productivity.

**Team Manager, Advanced Contact Solutions Inc, Makati City
Feb 2006-May 2008**

- Led a team of technical support representatives, hiring, training, and coaching team members to deliver exceptional customer service.
- Monitored call volume and managed staffing levels to ensure appropriate coverage and efficiency.
- Implemented strategies to improve team performance and call center metrics, fostering a positive and supportive team culture.

**Finance Representative, Paragon Customer Care International, Inc., Makati City
Aug 2005-Feb 2006**

- Assisted online gamers in handling deposits and withdrawals, ensuring compliance with finance protocols.
- Coordinated with the fraud department to identify and address suspicious activities, ensuring customer security and satisfaction.
- Reported directly to the Finance Manager, ensuring accurate and timely completion of daily tasks.

Technical Customer Care Representative, Convergys Phils, Pasig City
June 2004-June 2005

- Demonstrated exceptional technical customer service skill Awarded Top 5 for achieving 100% on all customer surveys, demonstrating exceptional customer service skills.
- Supported US customers on DSL issues and provided basic PC troubleshooting assistance, contributing to high customer satisfaction ratings.
- Advanced to Level 1 support as a Home Networking Representative, demonstrating technical expertise and problem-solving skills.

Marketing Assistant, Export and Industry Bank, Caloocan City
Nov 2003-Mar 2004

- Spearheaded marketing campaigns resulting in a significant boost in branch deposits and revenue.
- Collaborated closely with branch personnel to facilitate seamless transaction processing, ensuring optimal customer satisfaction.
- Conducted client outreach calls to deliver comprehensive presentations on bank products and services.

Financial Executive, Philippine AXA Life, Manila
Dec 2002-Aug 2003

- Analyzed financial information to determine strategies and products to help clients meet their financial objectives.
- Provided information and education to clients about financial products and services, contributing to increased client satisfaction and retention.

Customer Service Officer, Planters Development Bank, Bulacan
Jan 2002-May 2002

- Processed inward and outward checks, balanced end-of-day transactions, and supervised new account transactions, ensuring accurate and efficient service delivery.

Service Assistant, Asiatrust Development Bank, Caloocan City
Oct 1999-Dec 2001

- Processed inward and outward checks, balanced end-of-day transactions, and supported new account solicitation, ensuring compliance with bank protocols.
- Functioned as co-custodian and cashier, demonstrating integrity and attention to detail.

**Customer Service Support, PCIBank, Binondo Manila
Dec 1996-Sep 1999**

- **Awarded CSS of the year for cross-selling bank products, contributing to increased revenue and customer satisfaction.**
- **Reported directly to the Cashier, ensuring accurate and timely completion of monthly, quarterly, and yearly reports.**

**CASA Bookkeeper, Century Saving Bank, Pasig City
Feb 1996-Nov 1996**

- **Processed inward and outward checks, balanced books, and assisted the cashier in scheduling SSA maturities, ensuring efficient account management.**
- **Automated reports using MS Excel, enhancing efficiency in report generation.**

EDUCATION

Bachelor of Science in Commerce Major in Computer Science, San Sebastian College, Batch of 1993

TRAINING / SEMINARS

Bank Officership Program, Asiatrust Development Bank, 1999
Life Insurance and Variable Life Insurance Selling, Philippine AXA Life, 2002
American Culture, Accent Training, Convergys Phils, 2004
Leadership and Management Program, Advanced Contact Solutions, Inc., 2006
Customer Service Program 101, Teleperformance, 2009
Introduction to Six Sigma, IBM Global Process Inc, 2012
Introduction to Six Sigma, Microsourcing Phils Inc, 2017
Social Media Marketing, 2018, 2024
Real Estate - VA, 2024
Lean Six Sigma White Belt Certified