



RENDELL JEROME TOLENTINO

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Philippines

OBJECTIVES

To be able to work in a company where I can practice and share my skills for the growth of the company and develop camaraderie and rapport among others. Moreover, to earn a living to sustain my needs for everyday life.

AWARDS

- Gawad Manuelian Outstanding Student Of The Year
- Top 10th BEST NEWS WRITER In last Division Schools Press Conference Out of 356 participants
- Regional Qualifier News Writing Competition
- Top 2 Best News Presenter In last Radio Broadcasting Press Conference Competition
- National Qualifier Radio Broadcasting Competition
- JCI YOUTH LEADERSHIP EXCELLENCE AWARD
- Humanistas Gawad Flaviano Awardee
- Majorel Alabang's Outstanding Supervisor for Q3
- Top Vendor Ops Manager For Quarter 1

OTHER SKILLS

- The ability to analyze complex technical information, Data and Records
- Can Implement Company Objectives
- Detail oriented
- Excellent problem solver

WORK EXPERIENCE

FOUNDEVER PHILIPPINES (FORMER SYKES & SITEL)

Operations Manager,

June 2023 – Present

- Managing the customer service and loyalty department of the Australia's largest airline company
- Managing 8 Team Leads and 132 FTE's for who are catering customer inquiries, performing some changes on the cx bookings offering rewards and benefits etc.

VALOR GLOBAL

Operations Manager,

May 2022 – June 2023

- Managing 5 Team Leads and at the same time Supervising 15 – 25 agents who are performing troubleshooting to the customer's home security panels, burglar alarms, smoke detectors and security lasers.
- Providing leadership, Conducting SMART and GROW coaching to help the agent enhance or develop their skills and Abilities
- Supporting the team also developing plans to achieve the call or contact targets.
- International Voice Technical & Technology Campaign

MAJOREL PHILIPPINES (ACQUIRED BY TELEPERFORMANCE)

Operations Manager

March 2020 – May 2022

- Social Media Content Moderation (PIONEER)
- Managing 5 Team leads and Each Team Contains 10-15 Agents
- Moderating explicit content and taking down, and deleting the account of the underage users
- Conducting Mod Sessions and Side by Side Coaching

EDUCATION HISTORY

SAINT FRANCIS ASSISI COLLEGE – BACOR CAMPUS

Bachelor of Secondary Education Major In English Language Studies

- President Educators Club

GENERAL FLAVIANO YENGKO SENIOR HIGH SCHOOL

Graduated Class of 2020

- President, Humanities and Social Sciences Society
- Vice President, Home room Class Organization
- Public information Officer, Supreme Student Government
- Public information Officer, Filipino Club
- Student Journalist – News Presenter, Radio Broadcasting In Filipino
- Student Journalist – News Article and Headline Writer
- Editorial Copy Writer and Feature writer, Provincial Publication News Paper

MANUEL I. SANTOS MEMORIAL NATIONAL HIGH SCHOOL

Graduated Class of 2018

- Athlete, Track and Field

PASONG BUAYA 2 ELEMENTARY SCHOOL

Graduated Class of 2013

- Athlete, Track And Field