

# Charles Philipp M. Cariño

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## SALES AND CUSTOMER SERVICE MANAGER - BUSINESS DEVELOPMENT

24 solid years of Leadership roles and Management experience in the BPO Industry handling Outbound and Inbound campaigns. The scope varies from sales and customer service ,order fulfillment, technical support, billing queries, fraud prevention ,credit card acquisition and customer retention. Measurable experience in managing and growing accounts in Telco, Online and Digital Marketing, Credit Card Acquisition and Satellite Broadcasting, Healthcare and other verticals and line of businesses to a profitable state.

I believe in professional integrity with a broad view focus, and have succeeded a history of steering and directing business towards productivity and growth. My aim is to become a successful partner, business strategist and a balanced, profit driven leader. I am recognized to bring an ability to conceive solutions keen to surpass expectations and maximize returns on investments. Demonstrated people - centric management that thoroughly support and empower teams to excel over the long term.

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## KEY COMPETENCIES

Process improvement	Operations Management	Strong interpersonal skills
Customer Experience Excellence	Skills and Performance Enhancement	Financial Analysis for Decision Making
Leadership Development	Workforce Planning & Overheads Management	Exceptional organizational skills
Coaching and Mentoring	Excellent communication skills	Client & Account Services management

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## PROFESSIONAL EXPERIENCE

### Gulf Migration Service – Dubai, United Arabs of Emirates

March 2023 - April 2024

#### Sales and Customer Service Manager

- Leading a team of visa processing staff to ensure visa applications are assessed and decided through the effective administration of immigration policy and procedures, and in accordance with immigration laws.
  - Leading the implementation of work programs, performance target and new initiatives for their team, together with supporting measurement, monitoring and reporting mechanisms.
  - Managing work allocation and workload monitoring across the team to achieve business objectives.
- Establishing clear accountabilities and expectations for their team –and coaching and developing staff to enable them to achieve performance targets.
- Developed and implemented a streamlined process for gathering business requirements, reducing project delivery time by 15%
  - Developed and implemented a standardized reporting framework, resulting in improved visibility of key performance metrics and enabling data-driven decision-making at all levels of the organization.
  - Participating as part of the wider management team for their office to ensure the efficient organization of people and resources, and drive the improvement of practices and service quality.

### QUANTRICS ENTERPRISES INC. (BELL CANADA)

January 2019 - February 2023

#### Operations Team Manager Sales and Customer Service

- Responsible for meeting below metrics such as NPS, CSAT, FCR, Transfer Rate, Sales and Service Level delivery  
Handled BRS- Business Residential Service - Sales, Customer Service, Billing & Collection, Fraud Departments.
- Employ processes and procedures with tactical emphasis on customer care, quality management, recruiting, coaching and training
  - Ensure full compliance with company, client, federal, and provincial guidelines and regulations
  - Develop and implement scorecards and incentive programs
  - Responsible for respective department's overall development, performance and for motivating team to exceed department goals and objectives that lead to internal promotion for support roles
  - Ensure that forecast, capacity planning and schedules are generated in a timely and precise manner to meet service level agreements
  - Takes lead in Strategic Alignment meeting with clients and make certain objectives are defined, corresponding action plans are created and effectively implemented
  - Establish routine to meet revenue targets - Goal setting, plan, pit stops, gap sessions and quartile management
  - Commitment to excellence through continuous staff development programs enhancing employee engagement, service, knowledge, skills, and morale
  - Financial Outlook and KPI meetings with General Manager and Senior Directors
  - Forefronts weekly inter department meetings to discuss trends, findings and status of action plans

### TASKUS - UBER (United Kingdom)

June 2018 - May 2019

#### Operations Team Manager Customer Service - Inbound and Outbound Calls

- Maintained an overall top team in customer satisfaction rate of 98%.
- Sustained top team in attendance and both low absenteeism and attrition rate.
- Solved 20-25 tickets daily from both DSAT unsatisfied and Customer Complaints.
- Carried out retention calls with unsatisfied customers, appeased 95% of them during customer complaints.
- Created initiatives to maintain at least below 5% absenteeism rate to help positively impact service level (SLA).
- Coach and mentor both contact center agents and SME's to drive performance for both U rider and driver customer experience rating communities
- Audit segment and team's performance with weekly audits and guide towards progressive improvements; identify opportunities for additional training development.
- Guide and enforcement of policies, including attendance and scheduling of workforce.

**Abbott - (Healthcare) Diabetic Testiing Supplies – Manila, Philippines****October 2014 - December 2017****Operations Team Manager (POC) Point of Contact - Sales and Customer Service - Inbound and Outbound Calls**

- Assuring that all responsibilities within both Sales and Customer Service Department are following Medicare guidelines, that all established techniques are followed consistently, and to ensure the company's 100% customer satisfaction guarantee are met. I Was able to Sustain top Customer Satisfaction (CSAT) between the departments for both Sales and Customer Service,
- Handle requests from patients for access to their medical records, ensuring compliance with privacy and confidentiality regulations such as HIPAA (Health Insurance Portability and Accountability Act).
- Handle inquiries, complaints, and feedback from patients, caregivers, and family members with professionalism, empathy, and patience.
- Formulate and execute various reports for review by the Clients and Department Managers.

**Expert Global Solutions - (formerly APAC Services) – Manila, Philippines****June 2010 -May 2014****Operations Team Manager - Sales and Customer Service Department - Inbound and Outbound Calls****Affinion . Sirius XM . H&R Block . O-Shopping**

- Lead, motivate, and develop high performing teams of Customer Support Representatives (CSRs) within a time-sensitive environment to deliver on operational key performance indicators (KPIs)
- To manage the day-to-day planning, operation and problem-solving of the department to meet with the required service level components, standards and sales targets, to develop the team to ensure delivery of a consistently superior customer experience by highly knowledgeable and customer-focused agents and to act as the communication conduit between Frontliners and Management.To offer creative solutions.
- Delivery of team sales, service level components, quality and productivity targets & indicators

**Winsource Solutions (formerly SVI Connect) – Manila, Philippines****October 2000 - August 2009****MX Energy . Verizon Superpages . WCM . Pitney Bowes . ATT DSL . Dish Networks . Vacant Sun****Vendor Manager****October 2007 - August 2009****Assistant Operations Manager****February 2006 - October 2007****Team Manager****October 2000 - February 2006****Career Highlights in the Company:**

- Promoted to 3 level up in a span of nine years as a result of campaign's success that strengthened client and company partnership
- Top team supervisor promoted to Top Cluster Assistant Operation Manager then promoted to Vendor Manager for Business development.
- Translates reportorial and production tools to identify and solve production downtrend to achieve target billing revenues
- Coordinates with Account Managers to meet client requirements for quality and Sales per Hour KPIs
- Prepares hourly reports, and shift recap reports for performance updates
- Conducts agendas for pre-shift and post shift meetings for action planning and target setting
- Transformed an inefficient group of representatives with low morale into an organized, lean and results focused organization, attendance rate maintained within business requirements and set KPIs exceeding client expectations
- Uses motivational management focusing on positive reinforcement
- Hands on in developing team supervisors in cultivating result oriented agents and maintaining team spirit
- Handles retraining and product specifics refreshers when deemed necessary to boost sales per hour and revenue
- Consistent 100% attainment in sales and quality for the organization.
- Pioneered the growth of more business through Vendor Management Activities
- Managed 750 agents for several LOBs ( Line of Businesses ) with over 10-15 outsourced companies – Lead Generation, Customer Service, Sales, Retention, Product Support and Accounts Receivable

**Extensive management experience related in the following key areas:****Vendor Manager****Operations Management****Business Development****October 2000 - August 2009**

- Handled 10-15 outsourced centers (offshore and domestic) Champion new projects and, define or approve/disapprove change control processes and develop vendors. Handled a cluster of 500 agents both sales and customer service departments.
- Facilitate and maintain relationships between organization and vendors/partners, negotiating contracts, creating standards for the vendors, and finding the best available vendors.
- Hold overall responsibility for the procurement process from the initial requisition, to selecting vendors, to negotiations, to invoice payment.
- Strategize sales programs and incentives to help improve sales and customer service and overall performance of the organization.
- Leading all vendor activities, including contracts, licenses, performance reviews, etc. Staffing and scheduling Manpower.
- Managed business to business programs (inbound and outbound)
- Participated in community affairs to increase visibility and to attract new and existing vendors and business opportunities.
- Helped source/identify and procure the right offerings from vendors; to negotiate and then manage contracts with partner organizations; to oversee relationships and partnerships to ensure partner excellence and increase overall value of partnerships; and to address the risk associated with external partnerships.

**EDUCATION & CERTIFICATIONS****Bachelor of Science in Business Administration**

Majors: Business Administration and Management

Miriam College Foundation - Completed 1991-1995

**Aircraft Technology**

P.A.T.S COLLEGE OF AERONAUTICS, PHILIPPINES - Completed 1988 -1990

**TRAININGS AND CERTIFICATIONS :**

Coaching Essentials, Abbott Philippines -2014

Performance Management Training, Abbott Philippines - 2015

HR 101, Abbott Philippines, 2015

Global Securities and Portfollo Mangement, Abbott Philippines

**Character Reference - Available upon request****OTHER JOB REFERENCES 1988 - 2000****Business Proprietor**

- Sole Business Proprietor - Had my own Restaurant business in the Philippines.
- Business Proprietor - Dust Mite Busters Specialized Cleaning Services

**Real Estate**

- Manila Properties Yellow Pages of Real Estate - Assistant Operations Manager
- Fil -Estate - Realty Agent
- Subic Bay Yacht Club - Sales and Membership Consultant

**Telecom Company**

- PLDT Company (Phillipine Long Distance Telephone) - Service Operator

**Food Industry**

- Jollibee foods Corporation -Store Manager
- Texas chicken Incorporated - Store Manager
- Swifts foods Incorporated. (Prime Links) - Operations Manager Sales & Special events