

Jeffrey Angelo Sadaya

Team Leader | Operations Supervisor | Customer Service Supervisor | People Manager

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Professional Summary

Results-driven leadership professional with proven experience in team supervision, operations management, employee coaching, and customer service excellence.

Strong background in KPI performance, workforce optimization, quality assurance, and operational efficiency.

Skilled in people development, performance management, conflict resolution, client support, and process improvement.

Core Competencies

Team Leadership • People Management • Operations Supervision • Performance Coaching • KPI Management • Workforce Management • Customer Service Operations • Quality Assurance • Escalation Handling • Process Improvement

Professional Experience

Team Manager | Drake International Philippines | 2023 – Present

- Lead and supervise a team of 15 agents, ensuring alignment with service goals and operational standards.
- Maintain an average team performance rate of 98%, consistently achieving KPIs and service-level expectations.
- Conduct structured coaching sessions, performance evaluations, and action planning to improve productivity and service quality.
- Recognized as a Top Performing Supervisor for driving team excellence and operational efficiency.
- Manage workforce schedules, attendance, adherence, and performance tracking.

Proctor / Customer Service Advocate | Drake International Philippines | 2021 – 2023

- Managed candidate and customer interactions through live support channels.
- Conducted compliance checks and provided technical support.

- Escalated and resolved customer concerns.

Customer Service Representative | Teletech | 2019 – 2021

- Delivered customer support across multiple channels.
- Managed account concerns and service inquiries.
- Consistently achieved performance standards in quality and customer experience.

Education

Bachelor of Science in Hotel and Restaurant Management

Arellano University | 2012 – 2016

Certifications

Leadership Training

Time Management

Stress Management

Motivation and Engagement

Delegation and Empowerment

Business Development Training