

John Rod Navarro

776 Cherry Street, Damayan Parkhomes, Barangay Maybunga, Pasig City 1607
+63-924-524-8292 | johnrodanavarro@hotmail.com

Professional Summary

A seasoned operations leader with over 20 years of experience in Customer Service and more than 12 years in leadership roles. Proven track record as a Customer Service Head managing large teams, optimizing processes, and balancing organizational efficiency with customer satisfaction.

Education**Bachelor of Science in Business Administration**

ABE International Business College | May 2015 – May 2018
Cubao, Quezon City

Trainings & Certifications

Lean Six Sigma White Belt, Six Sigma PH

Advanced People Handling Skills, GuthrieJensen, Inc.

Advanced Supervisory Skills, Business Coach, Inc.

Work Experience**Customer Service Head**

Cloud E-commerce Corporation | August 2018 - Present
San Juan, Metro Manila

Technical Support Representative

Concentrix Daksh Services Philippines Corporation | July 2016 – July 2017
E-Rod Jr. Avenue, Quezon City

Team Manager

TaskUs, Inc. | December 2014 – June 2016
Project 3, Quezon City

Customer Service Supervisor

Eastvantage Business Solutions | April 2013 – September 2014
Bonifacio Global City, Taguig City 1634

Customer Service Representative

IBEX Global (formerly TRG Philippines) | August 2012 – March 2013
Ortigas Center, Pasig City

Team Leader

PCCW Teleservices | April 2010 – April 2012
Ortigas Center, Pasig City

Customer Service Representative

Convergys Philippines Services, Inc. | October 2007 – April 2010
Ayala Avenue, Makati City

Customer Care Specialist

IBM Daksh Business Process Services Philippines, Inc. | February 2007 – October 2007
Shaw Boulevard, Mandaluyong City

Customer Service Representative

West Contact Services | December 2004 – January 2007
Sen. Gil Puyat Ave., Makati City

Character References**Ma. Theresa Gocheco**

Head of Data, Cloud E-commerce Corporation

Ma. Victorina Mateo

Customer Service Manager, Cloud E-commerce Corporation

Jenifer Oguing

Imaging Supervisor, Cloud E-commerce Corporation

Mel-Joy A. Asis

Human Resources Associate, Vena Energy Shared Services Pte Ltd ROHQ

Donna Karen Galsim

General Manager, Canam Manila, Inc.