

# Lanbert Mendoza Cabarloc



**Address:** Blk. 67 Lot 1 & 2 Melody Plains Subd.,  
Muzon, City of San Jose Del Monte, Bulacan

**Email:** lanbert\_14@outlook.com

**Mobile:** +639399332394

## SUMMARY

---

Performance-driven and highly adaptable Operations Team Leader with over 13 years of continuous growth and experience within Concentrix. Proven track record of progressing from Customer Service Associate to Subject Matter Expert and into supervisory roles. Adept at managing day-to-day call center operations, coaching direct reports to exceed KPIs, and implementing strategic action plans. Seeking to transition into a challenging new professional role to leverage leadership experience while acquiring new operational skills.

## CORE COMPETENCIES

---

- **Leadership & Management:** Team Supervision, Attendance Monitoring, Performance Coaching, Policy Enforcement.
- **Operations & Strategy:** KPI Management, Escalation Handling, Action Planning, Corrective Action Implementation.
- **Technical Skills:** Microsoft Office Suite (Word, Excel, PowerPoint), Basic Bookkeeping, Video & Picture Editing.
- **Soft Skills:** High Adaptability, Team Collaboration, Accountability, Strong Work Ethic, Problem-Solving.

## EDUCATION

---

**Our Lady of Fatima University** | Quezon City, Philippines  
Bachelor of Science in Nursing (Undergraduate) | 2006 – 2009  
**School of Our Lady of La Salette** | 1997 – 2006  
Primary Education and Secondary Education  
**St. Anthony Lagro** | 1994 – 1996  
Primary Education

## WORK EXPERIENCE

---

**CONCENTRIX** | October 2012 – Present

**Team Leader, Operations** | August 2024 – Present

- Supervise daily operations and attendance of call center associates to ensure compliance with company policies and legal requirements.
- Conduct weekly coaching sessions with direct reports to drive continuous performance improvement and meet target metrics.
- Identify performance gaps, design strategic action plans, and execute corrective measures up to employment termination when necessary.
- Manage service delivery to consistently meet contractual Key Performance Indicators (KPIs) and operational financial goals.
- Serve as a Subject Matter Expert (SME) to resolve complex, escalated customer issues efficiently.
- Communicate corporate expectations clearly and deliver timely operational updates to the team.

**Subject Matter Expert (SME)** | 2017 – August 2024

- Provided high-level technical and operational support to frontline agents during live customer interactions.
- Handled advanced customer escalations, ensuring quality resolutions and high customer satisfaction scores.
- Assisted leadership in monitoring team queues, identifying knowledge gaps, and facilitating real-time refresher training.

**Associate / Senior Associate** | October 2012 – 2017

- Delivered exceptional customer service by resolving inquiries via phone.
- Maintained personal performance metrics above target baselines, earning a promotion to Senior Associate.