



SITIO HUYONG-HUYONG
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MARY JANE S. POLOSAN

SUMMARY

Team Manager and Appointment Setter bringing 7 years of experience in BPO (Business Process Outsourcing). Skilled at mentoring and leading target-driven and hardworking teams to deliver exceptional customer service and appointment setting.

Dependable leader, dynamic and flexible with strong leadership qualities. Continuously monitoring team, analyzing areas for suggestions training and development opportunities.

EXPERIENCE

ACE SERVICES INC. – TEAM MANAGER AND APPOINTMENT SETTER

JUNE 2016 - OCTOBER 2023.

- **Built and maintained relationships with the team, increasing motivation and team spirit.**
- **Maintained a positive, professional working environment, increasing motivation and productivity.**
- **Doing inbound and outbound calls.**
- **Appointment Setting.**
- **Supervised and mentored staff 1 on 1 sessions, driving attainment of individual KPIs.**
- **Maintained up to date knowledge in latest guidelines and best practices for smooth-running processes.**

SKILLS

- **Adept multitasker**
- **Team Building Strategies**
- **Training and development**
- **Teamleader**
- **Staff mentoring**
- **Issue resolution**
- **Customer-facing leadership**
- **Target Implementation**
- **Team motivation**

EDUCATION

College Level

Hotel and restaurant services at ACLC COLLEGE MANDAUE, Cebu Philippines.