

UNIT 3D-306 CHATEAU ELYSEE
CONDOMINIUMS, DON BOSCO, BICUTAN
PARANAQUE, MANILA, PHILIPPINES
+639988507886
rolando.bacar@gmail.com

ROLANDO BACAR I

Summary of Qualifications

- Over 15 years of extensive experience in business process industry as a customer service representative, Team Leader, and Operations Manager
- Excellent in interpersonal and communication skills. Able to convey and receive information and ideas through a variety of media to and from individuals or groups in a concise and clear manner
- Strong people management skills, comfortable partnering with senior leaders, internal and/or external stakeholder

Work Experience

March 2020 - Present

DEPUTY MANAGER – Optum Global Advantage(Previously known as United Health Group) - RECOVERY SERVICES INBOUND/OUTBOUND

6th Floor, Science Hub, McKinley Hill, Taguig City, Philippines

- Responsible for managing operations thru implementing company policies, demonstrating best practices and complying to standard operating procedures which aims towards high-performing teams in exceeding client expectations
- Guides a group of managers through value-based leadership and administer necessary initiatives for process improvement while representing as a leader of the organization
- Identify, implement, and report opportunities to improve processes, procedures, systems, and/or organizational structures (e.g., to drive improved quality/ efficiency, strengthen stakeholder relationships)

February 2014 – March 2020

ASSISTANT MANAGER – Optum Global Advantage(Previously known as United Health Group) - RECOVERY SERVICES INBOUND/OUTBOUND

6th Floor, Science Hub, McKinley Hill, Taguig City, Philippines

- Initiate phone calls to providers and Receives phone calls from providers to resolve outstanding issues and overpayment
- Provides in-depth coaching to representatives for career and personal development
- Identifying process related gaps and recommends analysis of process improvement

February 2012 – February 2014

TEAM LEADER(SUPERVISOR) – (Expert Global Solutions)/NCO/APAC Customer Services PLAZ@ C NORTHGATE CYBERZONE, FILINVEST CORPORATE CITY ALABANG, MUNITNLUPA CITY

- Handled the development and progress of CSRs (maximum of 20 reps) thru in-depth coaching sessions, huddles, live, side-by-side and remote monitoring.
- Responsible for delivery of Customer Satisfaction, business results and employee satisfaction in order to ensure achievement of scorecard and client goals Main
- Supports the Quality Management committee in the implementation and monitoring of respective quality programs, improvements and projects.

September 2010 – February 2012

CRU/SRS (Service Recovery Specialists) – (Expert Global Solutions)/NCO/APAC Customer Services PLAZ@ C NORTHGATE CYBERZONE, FILINVEST CORPORATE CITY ALABANG, MUNITNLUPA CITY

- Audit inquiries for claim adjustments created by representatives and determine the root cause of the issue
- Provides analysis on CSR or CCS knowledge and identifies area where to improve process development
- Identifies where service efforts have failed and provides coaching feedback to CSR or CCS

July 2006 – September 2010

Customer Service Representative– (Expert Global Solutions)/NCO/APAC Customer Services PLAZ@ C NORTHGATE CYBERZONE, FILINVEST CORPORATE CITY ALABANG, MUNITNLUPA CITY

- Resolves product or service problems by clarifying the customer’s complaint, determining the cause of the problem, selecting and offering the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution.

Education and Training

2001 – 2006

Bachelor of Science Major in Computer Management

University of Perpetual Help Dalta System
Molino 3, Bacoor Cavite, Philippines

1997 – 2001

Secondary Level

Malate Catholic School
Malate, Manila, Philippines

1991 – 1997

Primary Level

Malate Catholic School
Malate, Manila, Philippines

Project, Certifications and Volunteer Experience

Intermediate MS Excel

Insights Training, Philippines
March 2021

Team Leader Certification Program

Expert Global Solutions)/NCO/APAC Customer Services, Philippines
March 2012

By the Bay Clean-up drive

Seahawks, Philippines
September 2018

U-CARE

Optum Global Advantage, Philippines
April 2019