

Eugene Villones

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WORK EXPERIENCE

Team Lead - Operations **24/7 Intouch**

October 2020 - Present

Launched the first buyer-centric customer support department for an international e-commerce. Achieved and maintained 99% attendance for 2021 and 100% retention rate.

Customer Success Manager **Laasie.Ai**

March 2020 - October 2020

Developed and maintained relationship with a portfolio of more than 50 clients. Executed and led monthly and quarterly reviews.

Performance Development Coach **ePerformax Contact Centers and BPO**

September 2018 - March 2020

Led a team of 10-15 agents working on multiple channels for an international e-commerce and online marketplace. Provide coaching to agents and executed SMART action plans.

Performance Analyst **ePerformax Contact Centers and BPO**

April 2015 - September 2018

Executed quality rubrics for specialty LOBs. Evaluated customer interactions for multiple channels. Provided feedback to agents and executed action plans.

EDUCATIONAL BACKGROUND

San Sebastian College-Recoletos de Cavite **Cavite City, Philippines**

Bachelor of Arts in Mass Communication with specialization in Public Relations
2013

PROFESSIONAL SUMMARY

Experienced in the BPO industry bringing 7+ years of quality performance in customer support supervisory roles. Skilled in mentoring team members to deliver exceptional performance and building team morale through effective communication and positive performance feedback.

SKILLS & PROFICIENCIES

- English C2 Proficient
 - Team Management
 - Coaching and Feedback
 - Quality Management
 - Operations Management
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REFERENCES

Mary Alomi Alburo-Terol **Operations Manager** **24/7 Intouch**

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- 09998866940

Christopher John Alforque **Operations Manager** **24/7 Intouch**

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