



MA.THERESA LAZANAS

TEAM MANAGER, CUSTOMER EXPERIENCE



0910 3939 562



#29 Clonlea Apartment, South St.
Brgy. San Dionisio Parañaque City



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PROFILE

A very hardworking person, I always make sure to deliver reports in a timely manner. My responsibilities are to update team performance, call listening for quality purposes, sharing strategic plans to hit our metrics, handling escalated calls, and issue sanctions based on the severity of employee violations.

EDUCATION

2018 - AB Broadcast Communication
PUP Manila Campus

2012 - Grace Christian Mission TS
Salutatorian

2007 KaySakat E.S.
Salutatorian

EXPERIENCES



ALORICA PHILIPPINES INC.

Role: TEAM MANAGER, Customer Experience
Period: October 2019 - Present

Roles prior to TM:

Lead Agent/SME for (Travel/Reservation Account)

Customer Service Representative (Travel/Reservation Account)

Sales Representative (Travel/Reservation Account)

American Airlines Tech Support (Airline Account)