

DUTCH BOIE LOQUE

Bansalan, Davao del Sur Philippines 8005
dutchboieloque@gmail.com | +63 919 289 4831

PROFESSIONAL SUMMARY

Experienced professional with a proven track record in coaching, and guiding individuals and teams towards professional growth and success. Known for enforcing strict adherence to policies and procedures, fostering a culture of compliance and efficiency. Skilled in people management and adept at motivating and inspiring teams through effective communication. Demonstrates a strong focus on detail and maintains a high standard of quality in task delivery. Proficient in time management and organization, consistently meeting and exceeding expectations across multiple responsibilities.

EXPERIENCES

QUALITY ANALYST

Resolved Customer Service Excellence, LLC

September 28, 2020 – Present

Responsibilities: Responsible for monitoring, inspecting, and proposing measures to correct or improve an organization's final products in order to meet established quality standards. Coaching and motivating the team to achieve organizational goals. Developing and implementing a timeline to achieve targets. Conducting training of team members to maximize their potential.

TEAM LEADER

Sixers Team

June 2020 – September 2020

Responsibilities: Manages the functioning and day-to-day activities of the team. Establish precise targets and key performance indicators for the team. Assign objectives and duties to others and guarantee that they accomplish their goals on a daily, weekly, and monthly basis.

TEAM LEADER

VXI Global Holdings BV

October 2019 – June 2020

Responsibilities: Oversees the operations of the team. Sets clear targets and defines key performance indicators. Delegates tasks and responsibilities to team members, and conducts coaching to ensure that agents meet their goals on a daily, weekly, and monthly basis.

ASSISTANT CONTACT CENTER MANAGER

Teleperformance Philippines, Inc.

March 2018 – October 2019

Responsibilities: Leads and cultivates a team of designated supervisors, driving them to surpass performance, quality, end-user satisfaction, client contentment, and other pertinent operational benchmarks through guidance, assistance, and educational support. Assumes accountability for the work atmosphere, client contentment, and profitability of a program as the head of the business unit, comprised of Supervisors and agents.

TEAM MANAGER

Ibex Global

December 2015 – March 2018

Responsibilities: Regularly holds productive coaching sessions to address performance gaps, assesses agent performance, and creates action plans to rectify any shortcomings. Implements ongoing performance management strategies to improve the performance of team members facing challenges.

EDUCATION

BACHELOR OF ARTS IN PLITICAL SCIENCE

University of Mindanao

2005 - 2007, 2022 - 2023

SKILLS

- Coaching and Guidance
 - Leadership
 - Compliance
 - Efficiency
 - People Management
 - Communication Skills
 - Detail-oriented
 - Time Management
 - Organizational Skills
 - Professional Development
 - Team Management
 - Deadline Management
-

CHARACTER REFERENCES

ELLA JAUM

Team Leader

Resolved Customer Service Excellence, LLC

+63 949 124 4456

diosa.jaum@resolvedcx.com

GIRO JOSHUA SATOR

Manager

Resolved Customer Service Excellence, LLC

+63 917 108 4920

josh.sator@resolvedcx.com

PRIME RESTAURO

Manager - Training and Development

Ibex Global

+63 906 646 1129

prime.restauro@ibex.co

Note: Additional personal information, such as passport details, will be provided upon request.