



ALI ALLELI FAYE P. TUBON

Operations Team Leader

Highly motivated Team Leader with 4 years of experience exceeding performance goals in high-pressure call center environments. Skilled in motivating and coaching team members, optimizing workflows, and driving customer satisfaction. Seeking a position to further develop leadership skills and contribute to team excellence.

Contact

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📍 | Makati City, Philippines

Education

● Bachelor of Arts in Political Science

Cagayan State University
2012-2016

Skills

Organized	██████████
Communication	██████████
Teamwork	██████████
Meeting deadlines	██████████
Critical thinking	██████████

Experience

● Customer Experience – Team Manager

Alorica Philippines February 20, 2019– September 25, 2023
Content Moderation (Email) Retail
(Blended – Voice & Telephony)

● Customer Experience – Customer Service Representative

Alorica Philippines August 06, 2018 –February 20, 2019
Retail (Blended – Voice& Telephony)

● Customer Experience – Customer Service Representative

Concentrix April 1, 2018 – July 31, 2018
Retail (Voice)

● Customer Experience – Customer Service Representative

Convergys April 16, 2016 – April 17, 2017
Healthcare (Voice)

Language

Filipino



English



Reference

Eunice Arellano
Team Leader
WTW
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Mary Jean Padohinog
Team Manager
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