

# TIMOTEL M. MALABUYOC

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## Summary

With over 10 years of experience in customer service for various industries, I am a seasoned Senior Operations Manager at OP360, a leading provider of office solutions and services. I lead a team of over 100 call center agents and supervisors, ensuring high-quality service delivery, customer satisfaction, and operational efficiency. I have a proven track record of implementing best practices, optimizing workflows, resolving issues, and driving performance improvements. I have also contributed to the growth and expansion of OP360 by securing and retaining key accounts, launching new products and features, and enhancing customer loyalty and retention. I am passionate about creating a positive and productive work environment for my team and delivering value and excellence to our clients.

## Experience

OP360 (OfficePartners360) Senior Operations Manager 12/2023 - Present  
OP360 (OfficePartners360) Operations Manager 09/2021 - 12/2023  
OP360 (OfficePartners360) Assistant Operations Manager 05/2020 - 09/2021  
OP360 (OfficePartners360) Senior Team Leader 11/2019 - 05/2020  
OP360 (OfficePartners360) Team Leader 01/2010 - 11/2019  
Author Solutions, LLC Assistant Operations Manager 11/2015 - 07/2018  
Author Solutions, LLC Operations Supervisor 01/2013 - 11/2015  
Author Solutions, LLC Customer Support Representative 01/2010 - 12/2012  
Convergys Customer Service Representative 06/2007- 12/2009

## **Education**

**University of San Jose-Recoletos** 2017 - 2018

Cebu City, Philippines

BS Business Administration, Human Resource  
Development and Management

Expanded Tertiary Education Equivalency and  
Accreditation

**Southwestern University** 2009 - 2009

Cebu City, Philippines

BS Banking and Finance

**Andres Bonifacio College** 2004 - 2007

Dipolog City, Philippines

BS Accountancy