



PLARIDEL O. CARIOS JR.

A result-driven and goal achiever supervisor for operations with experience and extensive background in Operations, Supervision, and customer service. Has a strong work ethic, professionalism, and leadership skills toward work and performing assigned tasks. And strong critical thinking and problem solving skills toward given tasks.

PERSONAL INFORMATION

Date of Birth: June 30, 1991
Gender: Male
Religion: Roman Catholic
Civil Status: Single
Citizenship: Filipino
Language Spoken: English and Tagalog

EDUCATION

ARELLANO UNIVERSITY
B.A. IN PSYCHOLOGY
Class of 2023

CAMARINES SUR INSTITUTE OF FISHERIES
AND MARINE SCIENCES
COMPUTER HARDWARE SERVICING
NCII
Class of 2011

MASARAWAG HIGH SCHOOL
JUNE 2006 - MARCH 2009

CONTACT ME

0967-206-8389

cplaridel@gmail.com

4927 Mangga St. Sta. Mesa
Manila

SKILLS

- Leadership
- Computer literate
- Professionalism and strong work ethics
- Excellent time management
- Written and oral communication skill
- Can work under pressure
- Can work under minimal supervision
- Critical thinking skills

EXPERIENCE

CONCENTRIX PHILIPPINES

Advisor, Operations

June 2014 - March 2018

- handle and address customers/clients concerns
- responsible for maintaining customer satisfaction ratings
- establish and adhere to operations procedures to support business operations and activities
- analyzes process within the specific account/program

TELEPERFORMANCE PHILIPPINES

Supervisor, Operations

June 2018-January 2023

- overseeing and supervision of the department motivating and supervision of employees
- employees performance evaluation
- designing and implementation of departmental policies
- payroll processing

Bill Gosling Outsourcing

Supervisor, Operations

January 2023-Present

- overseeing and supervision of the department motivating and supervision of employees
- employees performance evaluation
- designing and implementation of departmental policies
- payroll processing

CHARACTER REFERENCES

RHIO NICOLE SAN PEDRO

Operations Supervisor - Teleperformance

Philippines Mobile#: (0916)656-0971

ARLEAH ALEJO

Assistant Center Manager- Teleperformance Philippines

Mobile #: (0995)270-9498