

JOANNA CAMILLE ALBOR

Roxas City, Capiz, Philippines
+63 920 727 2926 | joannacamillealbor.09@gmail.com



PROFESSIONAL SUMMARY

Dynamic, results-driven, and highly adaptable Operations & Contact Center Team Manager with over 7 years of progressive leadership and technical expertise in the BPO and virtual operations industries. Proven track record of leading high-performing, cross-functional teams and managing complex, high-stakes client campaigns across diverse verticals, including Healthcare, Telecommunications, Travel, and Retail. Expert in scaling operational performance, authoring centralized Standard Operating Procedures (SOPs), and driving high-impact marketing and digital growth initiatives. Advanced proficiency in pipeline automations, CRM ecosystem architectures, and digital design. An approachable, extroverted leader dedicated to fostering accountability, open communication, and operational excellence.

TOOLS & CORE COMPETENCIES

Operational Leadership: Cross-Functional Team Management, Performance Frameworks, Onboarding Track Setup

Systems & Tech Stack: Notion, HubSpot, GoHighLevel, Trello, CRM Automations & Pipeline Integrity

Campaign Verticals: Healthcare (Anthem Medicare), Telecommunications, E-Commerce Retail, Southeast Asian Multi-Service Tech

Digital Production & Design: Canva, CapCut, Social Media Management, Strategic Multimedia Creative Development

PROFESSIONAL EXPERIENCE

Team Manager – Operations & Virtual Support

March 2025 – May 2026

ResolutionX

Remote

- Direct day-to-day operations and provide strategic leadership for a cross-functional team of Team Leads and Virtual Assistants, managing high-volume client communications and event pipelines.
- Formulate and implement comprehensive performance frameworks, successfully leading the onboarding, shadowing, and structured training tracks for new team members to ensure seamless operational integration.
- Author, standardize, and implement multiple organizational Standard Operating Procedures (SOPs) for insurance verification, medical practice workflows, and creative multimedia production.
- Design, audit, and clean up advanced CRM systems and pipeline architectures, implementing robust data automation rules that reduced manual input errors and accelerated lead conversion tracks.
- Spearhead digital visibility campaigns, including end-to-end social media management, engagement strategies, and minimal technical execution for conversion-focused landing pages and web placements.
- Oversee and optimize high-value client campaigns across core corporate sectors:
 - **Healthcare Operations:** Oversee clinical data workflows, optimize telemedicine scheduling pipelines, and manage insurance verification procedures.
 - **B2B Growth & Lead Generation:** Spearhead outbound marketing and LinkedIn lead generation strategies, establishing a milestone achievement of 130+ warm corporate leads within a 30-day window.
 - **Client Account Management:** Act as the primary operational point of contact for an expansive client portfolio, synchronizing service delivery across distinct industry campaigns.

Customer Service Representative (Tier 2)

July 2024 – March 2025

Carelon Global Solutions (Account: Anthem Medicare)

Iloilo City / Remote

- Handled enterprise-level healthcare customer support pipelines, navigating complex insurance claims, clinical data entry, provider verifications, and sensitive medical account management under the Anthem Medicare campaign.
- Maintained strict adherence to CMS guidelines, resolving complex tier 2 inquiries, checking authorization statuses, and ensuring exceptional resolution accuracy.

Customer Experience & Technical Support Specialist

November 2023 – June 2024

Startek (Accounts: 23andMe | Blue Cross Blue Shield of NC | AT&T Mobility)

Makati & Frontera Verde

- Managed multichannel customer communications (voice, chat, and email) spanning retail genomics care, intricate healthcare coverage processing, and mobile telecom accounts across site locations.
- Consistently achieved target Key Performance Indicators (KPIs), including Average Handle Time (AHT) and Quality Scores, by utilizing advanced active listening and problem-solving skills.

Customer Service Representative & Tier 2 Specialist

March 2023 – October 2023

iQor (Account: US Telecommunications / Wireless Carrier)

Iloilo City

- Managed end-to-end customer resolution, account optimization, and advanced device technical workflows representing a major wireless carrier.
- Maintained top-tier Customer Satisfaction (CSAT) and Net Promoter Scores (NPS) while navigating a high-volume contact center environment under strict Service Level Agreements (SLAs).

Senior Service Desk Analyst

September 2022 – October 2022

Accenture (Contract)

Hybrid

- Managed service desk technical workflows and technical escalation queues representing the American multinational consumer electronics retailer ****Best Buy Co., Inc.****

Experience Champion

June 2022 – September 2022

Everise (Account: Gojek)

BGC, Philippines

- Delivered critical face-to-face and multichannel solutions for Southeast Asia's leading on-demand tech application platform, supporting a multi-service ecosystem encompassing transport, logistics, and digital payment frameworks.

Customer Service Representative / Subject Matter Expert (SME)

August 2022 – February 2023

TTEC (Account: Verizon / US Telecommunications)

Iloilo City

- Provided high-level troubleshooting, dispute handling, and secure account support for global telecommunications clients, managing escalation queues and ensuring rapid resolution.
- Acted as a floor support resource and Subject Matter Expert, guiding newer agents through complex system tool stacks and compliance knowledge bases.

Technical Support & Customer Care Specialist

January 2022 – July 2022

Everise (Account: Beachbody / Digital Health & Fitness Support)

Quezon City

- Delivered multichannel customer support, specializing in fitness application technical troubleshooting, subscription management, billing queries, and member retention strategies.

Customer Experience Specialist / Subject Matter Expert (SME)

May 2021 – December 2021

Alorica (Account: AT&T DSL / US Broadband & Internet Support)

Alphaland, Makati

- Managed high-volume internet and broadband data connectivity accounts, achieving consistent recognition for technical troubleshooting accuracy and zero-absenteeism attendance.
- Appointed as a Subject Matter Expert (SME) to assist with floor support, handling escalation pathways, clarifying broadband workflows, and mentoring nesting agents on technical metrics.

Customer Service Professional

September 2020 – April
2021

Quantrics Enterprises (Account: Bell Canada / Canadian Telecommunications)

San Mateo, Rizal

- Specialized in the telecommunications sector, managing complex account inquiries, hardware/software technical troubleshooting, adjustments, and billing updates for a major Canadian telecom provider.

Technical Support Associate / Subject Matter Expert (SME)

January 2020 – August
2020

Concentrix (Account: AT&T / US Telecommunications)

MDC 100, Quezon City

- Diagnosed and resolved intricate technical, network, and hardware configuration issues for consumers, emphasizing clear communication, technical documentation, and reduced Average Handle Time (AHT).
- Served as an ad-hoc Subject Matter Expert (SME), conducting huddles, updates on system architecture workflows, and providing real-time assistance on the production floor.

Floorwalker & Customer Service Associate

May 2019 – December 2019

WNS Global Services (Account: Expedia / Global Travel & Hospitality Campaign)

Bridgetowne, Quezon City

- Handled international travel and hospitality customer pipelines, processing complex flight/hotel reservations, cancellations, flight rebookings, and loyalty program management.
- Utilized campaign expertise to step up as a Floorwalker, providing side-by-side production floor guidance, answering queue process updates, and assisting new hires during transitions.

EARLIER EXPERIENCE

English Language Teacher

2018 – 2019

Developed tailored lesson plans, managed virtual classrooms, and delivered language proficiency training to non-native speakers.

Freelance Skills Trainer

2018 – 2019

Facilitated personal development, communication skills, and BPO onboarding preparation workshops for aspiring virtual professionals.

KEY ACHIEVEMENTS

- **7+ Years BPO Excellence:** Progressed linearly through front-line support roles to Subject Matter Expert, Support Coach, and ultimately Team Manager.
- **SOP Standardization:** Reconstructed operational and creative workflows into centralized SOP databases, significantly cutting team onboarding time.
- **Ecosystem Modernization:** Successfully deployed custom CRM workflows and pipeline tracking tools that maximized cross-functional team productivity.

EDUCATION

Filamer Christian University

2014 – 2018

Bachelor of Science in Hospitality Management (Major in International Hotel Management)

Roxas City, Capiz

CHARACTER REFERENCES

Myra Juliet Pines

Director of Operations, ResolutionX

Phone: 09914943015

Jeffrey Paredes

Quality Analyst, Carelon Global
Solutions

Phone: 09064300027

Jovie Acquiart

Subject Matter Expert (SME), TTEC

Phone: 09311136398