

# JOHN POUL C. CALAMNO

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## ▼ Objective

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Dynamic and customer-focused Call Center Employee with 3+ years of experience in handling inbound and outbound customer calls for telecommunications and retail industries. Seeking to leverage proven communication and problem-solving skills to provide excellent customer service and contribute to the success of your good company.

## ▼ Experience

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September, 2023–October, 2024

**Supervisor, Operations • Teleperformance Philippines**

August, 2022–September, 2023

**Quality Assurance Analyst • Teleperformance Philippines**

April, 2022–August, 2022

**Customer Service Representative • Teleperformance Philippines**

January, 2021–October, 2021

**Technical Support Representative II • Concentrix**

April, 2017–March, 2020

**Croupier • Genting Malaysia Berhad (Resorts World Genting)**

November, 2015–November, 2016

**Technical Support Representative • Convergys Philippines**

## ▼ Education

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Universidad de Dagupan [Formerly Colegio de Dagupan], Dagupan City, Pangasinan

- Bachelor of Science in Information Technology from 2011 – 2013, Undergraduate

St. Joseph College Seminary, Alaminos City, Pangasinan

- AB Philosophy from 2010 – 2011, Undergraduate

## ▼ Leadership

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As a Team Leader, my key responsibilities include providing coaching sessions to my agents, delegating tasks, and ensuring team productivity and cohesion. Additionally, as a customer service representative, I handle inquiries, resolve complaints, and strive to provide excellent service to enhance customer satisfaction and loyalty.

## ▼ Skills

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- Excellent verbal and written communication skills.
- Strong problem-solving abilities and attention to detail.
- Proficient in using CRM software and call center technologies.
- Ability to work under pressure and adapt to changing priorities.
- Fluent in English.

## ▼ References

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- **Ernesto Pacuño III**  
Risk and Controls Supervisor, Teleperformance Philippines  
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- **Jason Jomari Razon**  
Operations Manager, Teleperformance Philippines  
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