



Personal Information

Full Name

Mark Angelo G.

Candidate Summary

A self-motivated and personable professional with extensive experience in financial management, strategic initiatives, customer relations, and leadership techniques, seeking a challenging role to leverage skills and drive client base growth. Proven ability in managing teams, including performance management, training, and development, ensuring adherence to company policies and standards. Experience includes maximizing revenue generation, analyzing and maintaining Service Level Agreements, and creating positive work environments. Demonstrated expertise in operational reporting, client relationship management, and implementing best practices for consistent performance and continuous improvement. Possesses a strong track record in coordinating support tasks, communicating with partners, and contributing to the resolution of operational issues, and a BS in Information Technology from Eastern Visayas State University – Tacloban City.

Educational Qualification

Degree and Specialization	Institution
BS Information Technology	Eastern Visayas State University

Work Experience Summary

Timeline	Role	Company / Client
April 2022 - January 2026	Team Manager	Cognizant Technology Solutions
June 2019 - March 2022	Operations Manager	Concentrix CVG Philippines
April 2016 - June 2019	Specialist, Operations Support	Concentrix CVG Philippines

Timeline	Role	Company / Client
December 2014 - April 2016	Associate Sales Operations Support	Concentrix CVG Philippines
July 2012 - December 2014	Technical Support Representative	Convergys Philippines (now Concentrix CVG Philippines)

Work Experience

Company

Cognizant Technology Solutions

Duration

April 2022 - January 2026

Role

Team Manager

Responsibilities

- Analyze and maintain all Client Service Level Agreements; implement improvement plans as needed
- Maximize revenue generation to reach long and short term financial projects (i.e. data collection for billable/non-billable hours, forecasting, budgeting, etc.)
- Selecting, training, developing, and managing performance of direct reports and their associates; including planning and assigning work for staff in accordance with the organization's policies and applicable legal requirements
- Manage and review operational reports (Attendance adherence, PFP, Client scorecard, Metrics management reports)
- Create and maximize relationships with client partners
- Provide leadership and guidance to direct reports to ensure consistent administration of company policies and standards; define and implement any corrective actions needed to meet operational performance
- Conduct regular one-on-ones with direct reports to review individual performance, the performance of their team and offer on-going developmental coaching
- Create a positive work environment through employee engagement; resolve employee relation issues in a professional and timely manner
- Participate in cross functional meetings to review information received from operational support functions - Training, HR, Quality, WFM, TA.- and partner to define action plans that resolve issues and drive continuous improvement
- Implement best practices and over-deliver for clients, drive consistent performance, evaluate staffing needs, with input from BD and Client and make adjustments to meet changing

requirements

- Attend business reviews with the client
- Handle a team of Operations Support and Team Leaders

Company

Concentrix CVG Philippines

Duration

June 2019 – March 2022

Role

Operations Manager

Responsibilities

- Analyze and maintain all Client Service Level Agreements; implement improvement plans as needed
- Maximize revenue generation to reach long and short term financial projects (i.e. data collection for billable/non-billable hours, forecasting, budgeting, etc.)
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- Attend business reviews with the client
- Handle a team of Operations Support and Team Leaders

Company

Concentrix CVG Philippines



Duration	April 2016 - June 2019
Role	Specialist, Operations Support
Responsibilities	<ul style="list-style-type: none">• Responsible for coordinating support tasks related to operations in the organization. This position oversees tasks to completion and report their progress to the operations manager. This position is responsible for communicating with outside partners, and vendors.

Company	Concentrix CVG Philippines
Duration	December 2014 - April 2016
Role	Associate Sales Operations Support
Responsibilities	<ul style="list-style-type: none">• Responsible for coordinating support tasks related to operations in the organization. This position oversees tasks to completion and report their progress to the operations manager. This position is responsible for communicating with outside partners, and vendors.

Company	Convergys Philippines (now Concentrix CVG Philippines)
Duration	July 2012 - December 2014
Role	Technical Support Representative

Skills & Abilities

Manages professional employees and/or supervisors or supervises large, complex technical or business support or production operations team(s). Is accountable for the performance and results of a team within own discipline or function. Receives assignments in the form of objectives and determines how to use resources to meet schedules and goals. Adapts departmental plans and priorities to resolve operational challenges. Decisions are guided by policies, procedures and business plan; receives guidance from senior manager and/or director. Provides technical guidance to employees, colleagues and/or customers. Has accountability for results in terms of costs, strategies and employees.