

NIÑO RUZIEL LAGUNA

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SUMMARY

I am a customer support leader with over 9 years of contact center experience, spanning frontline service, workforce analytics, and team leadership. I drive SLA-focused operations, lead high-performing remote teams, resolve escalations, and leverage real-time data to improve service quality, customer satisfaction, and operational performance.

TECHNICAL SKILLS

Contact Center & Operations Management

Customer Support Systems

Data Analysis & Reporting

Team Leadership & Remote Collaboration

PROFESSIONAL EXPERIENCE

Team Leader / Operations

Jul 2022 - Present

- Supervise and support a team of virtual assistants to ensure task completion and quality standards.
- Monitor performance metrics, provide feedback, and implement improvement plans.
- Act as a point of escalation for complex issues, offering resolution and guidance.
- Coordinate workload distribution and ensure adherence to deadlines.
- Foster a collaborative and productive team environment through training, coaching, and motivation.

Real Time Analyst / Workforce Management

Sep 2016 - Jun 2022

- Monitor real-time performance data, including call queues, agent activity, and service levels.
- Analyze and resolve service level issues, taking corrective action as needed.
- Communicate with operations teams to address adherence discrepancies and optimize productivity.
- Provide timely updates and reports to stakeholders on performance metrics and adjustments.
- Collaborate with scheduling teams to align real-time management with long-term plans.
- Identify trends and anomalies, offering recommendations for process improvements.

EDUCATION

Bachelor of Science in Computer Engineering

Jun 2007 - May 2009

University of San Carlos - Technological Center

- Major in Software Engineering

ADDITIONAL INFORMATION

• Certifications:

- Google: Process Data from Dirty to Clean (2025)
- Google: Prepare Data for Exploration (2025)
- Google: Ask Questions to Make Data Driven Decision (2024)
- Google: Foundations: Data, Data, Everywhere (2024)

- **Awards/Activities:** ePerformax X-Factor (2019)