

FERNAN E. CINCO

Barangay Tagup-on, Anahawan, Southern Leyte

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PROFESSIONAL SUMMARY:

- Over 4 years of experience in a supervisory role in the BPO/RPO industry
- Adept to preparing and analyzing various reports related to the team's operations and performance
- Technical savvy and proficient with different computer applications including Microsoft Office Suite
- Excellent verbal and written communication skills
- Multilingual in English, Tagalog, Bisaya and Waray

PROFESSIONAL EXPERIENCE:

PSG Global Solutions

Ayala Avenue, Makati City

Sept 2013 to Present

Senior Team Manager, Healthcare Support (Jan 2021 to Present)

Team Manager, Healthcare Support (Nov 2018 to Jan 2021)

Senior Group Lead, Healthcare Support (Oct 2016 to Nov 2018)

- Lead a team of 15-20 senior recruiters, manage their performance through developing tactical sourcing and recruiting strategies, and direct them towards achieving/exceeding the goals in partnership with the operations manager and on-site client
- Engage with US-based clients daily to provide updates on the progress and performance of the account, receive and provide feedback on various aspects of the operation, and act in a timely manner on the required changes
- Analyze and report performance data to enhance business decision making, positively impacting operations, and enabling continuous improvement
- Assists on meeting clients' requests to maintain positive working relationship and in constant collaboration with them in terms of strategies to implement that will further help in growing the business

Recruiting Consultant, Healthcare Support (Sept 2013 to Oct 2016)

- Sourced resumes of qualified candidates for specific job orders, used job boards, applicant tracking systems, company web sites, etc.
- Conducted phone interviews to pre-screen candidates, verified their qualifications, availability, and compensation requirements; documented these interviews
- Set up interviews between candidates and hiring managers
- Involved in recruiting passive candidates, through phone calls, emails, and general relationship-building
- Made recommendations on additional candidate pools and recruiting techniques, after evaluating market conditions

Teletech Holdings, Inc.

Chino Roces Ext., Makati City

May 2011 to Sep 2013

Inbound Sales Representative II

- Processed new product orders, set up new accounts and handled account updates
- Responsible for upselling new and existing products
- Resolved for billing issues, complaints, and escalations
- Completed, processed, and maintained applicable record

EDUCATION:

University of the Philippines in the Visayas Tacloban College

Magsaysay Boulevard, Tacloban City

Bachelor of Science in Management – Graduated 2010