

PAOLO CARLO D. CALANOG, PHD

PHASE B BLK 5 LOT 25 FRANCISCO HOMES SUBDIVISION, BRGY. MULAWIN, CITY OF SAN JOSE DEL MONTE, BULACAN 3023

EMAIL: PAOLO@CALANOG.COM

LINKEDIN PROFILE: [HTTP://PH.LINKEDIN.COM/IN/PAOLOCARLOCALANOG](http://ph.linkedin.com/in/paolocarlocalanog)

MOBILE: +63 919 004 1303

PROFILE

A HIGHLY ADAPTABLE MANAGER WITH OVER A DECADE OF WORKING EXPERIENCE IN THE BUSINESS PROCESS OUTSOURCING INDUSTRY. PROVEN TO DEMONSTRATE COMPETENCIES OF A HIGHLY ADAPTABLE EXECUTIVE. HAS LED START-UPS, IMPLEMENTATIONS AND MANAGED FRONT-LINE OPERATIONS FOR CUSTOMER SERVICE, LEAD GENERATION AND TELESales VOICE CAMPAIGNS FOR VARIOUS PRODUCTS AND SERVICES. APPLIES COMBINED EXPERIENCE IN PROFIT AND LOSSES, QUALITY MANAGEMENT, RECRUITMENT, OPERATIONS MANAGEMENT, AND CLIENT RELATIONS

CAREER OBJECTIVE

SEEKING A MANAGEMENT POSITION WHERE MY SKILLS AND EXPERIENCE WILL BE EFFECTIVELY UTILIZED FOR INCREASED PROFITABILITY AND WILL PROVIDE ADDITIONAL OPPORTUNITIES TO LEARN AND DEVELOP MY CURRENT KNOWLEDGE OF THE BUSINESS PROCESS OUTSOURCING INDUSTRY.

CORE COMPETENCIES

- INBOUND AND OUTBOUND CALL CENTERS OPERATIONS MANAGEMENT
- QUALITY ASSURANCE
- PROCESS DEVELOPMENT
- CUSTOMER SERVICE
- CONSULTING
- SALES
- PROFITS AND LOSSES
- BUDGETING
- PEOPLE DEVELOPMENT
- TALENT SELECTION AND ACQUISITION
- STARTUP OPERATIONS

EMPLOYMENT HISTORY

JANUARY 2018- PRESENT

CALANOG MANAGEMENT CORPORATION

FOUNDER AND CHIEF EXECUTIVE OFFICER

- PROVIDING EXECUTIVE LEADERSHIP TO THE ORGANIZATION.
- STRATEGIC LEADERSHIP OF MULTIPLE BUSINESS UNITS (TECHNOLOGY, BUSINESS PROCESS OUTSOURCING AND CONSULTING.
- IT SOLUTIONING AND CONSULTING
- ASSISTS ASPIRING STARTUP CALL CENTER OPERATORS IN AN ADVISORY CAPACITY.
- ASSISTS CLIENTS (MOSTLY SMALL TO MEDIUM BPO COMPANIES) IN CLIENT ACQUISITION.
- PROVIDES CONSULTATIVE ASSISTANCE TO FOREIGN FIRMS LOOKING TO MIGRATE/ OUTSOURCE THEIR OPERATIONS TO THE PHILIPPINES.
- OPERATIONAL OVERSIGHT OF TELECOMMUTING (WORK-FROM-HOME) OPERATIONS IN BEHALF OF CLIENTS ONSHORE.
- PROVIDES ON-CALL CONSULTING TO CLIENTS ON BPO OPERATIONS RELATED ISSUES.
- INTERIM OPERATIONAL MANAGEMENT OF BUSINESS PROCESSES THAT ARE BEING MIGRATED BY CLIENTS FROM ONSHORE OFFICES TO THE PHILIPPINES

OCTOBER 2015 TO JANUARY 2018

OSCAR WINSON PHILIPPINES

HEAD OF PHILIPPINE OPERATIONS AND INTERIM GLOBAL HEAD OF BUSINESS DEVELOPMENT

- SET UP, OPERATIONAL LEADERSHIP AND MANAGEMENT OF LEAD GENERATION AND BUSINESS COORDINATION DIVISION (MANILA REPRESENTATIVE OFFICE)
- ADVISES EXECUTIVE DIRECTOR OF OSCAR WINSON ON TELEMARKETING STRATEGIES, LEAD DEVELOPMENT AND SELECTION OF TECHNOLOGIES TO BE USED FOR SALES PROSPECT GENERATION.
- BUDGET MANAGEMENT AND PROCESS DEVELOPMENT
- COORDINATION AND CALIBRATION WITH OTHER OSCAR WINSON COUNTRY OPERATIONS HEADS (FROM HONG KONG (ROHQ), SHANGHAI, AND LONDON).
- TALENT SELECTION AND ACQUISITION.
- CONSTANT EVALUATION, ASSESSMENT AND MANAGEMENT OF ALL MEMBERS OF THE OPERATIONS TEAM.
- STREAM-LINING AND DEVELOPMENT OF BUSINESS COORDINATION PROCESSES BETWEEN MULTIPLE OSCAR WINSON OFFICES
- IMPLEMENTATION OF TELEMARKETING PROGRAM START-UP.
- ENABLING RETENTION AND FACILITATING THE REDUCTION OF ATTRITION.

FEBRUARY 2015 TO SEPTEMBER 2015

ONWORLD CONNECTIONS

SALES AND LEAD GENERATION DIVISION MANAGER- REDADAIR

- OPERATIONAL LEADERSHIP AND MANAGEMENT OF SALES AND LEAD GENERATION DIVISION FOR REDMEN AND ADAIR FIERE PROTECTION CONSULTANTS
- ADVISES MANAGING DIRECTOR OF REDADAIR ON TELEMARKETING STRATEGIES, LEAD DEVELOPMENT AND SELECTION OF TECHNOLOGIES TO BE USED FOR SALES PROSPECT GENERATION.
- SET-UP OF LEAD GENERATION AND CUSTOMER RELATIONS DIVISION.
- TALENT SELECTION AND ACQUISITION.
- IMPLEMENTATION OF TELEMARKETING PROGRAM START-UP.
- CO-MANAGES DAY-TO-DAY OPERATIONS OF REDADAIR ACCOUNT.
- ACTS AS LIAISON BETWEEN PHILIPPINE OPERATIONAL SUPPORT STAFF AND THE ACCOUNT'S AUSTRALIA BASED MANAGEMENT TEAM.

JANUARY 2014 TO JANUARY 2015

INTEGRA CALL CENTER SOLUTIONS

MANAGING DIRECTOR

- PROVIDE LEADERSHIP TO DEVELOP PERFORMANCE MANAGEMENT CULTURE
- ENCOURAGE INNOVATION AND CREATIVITY AND AT THE SAME TIME INSTITUTIONALIZE PROCESSES AND SYSTEMS TO ENSURE COMPLIANCE TO PROCESSES AND PROCEDURES.
- ACQUISITION OF NEW CLIENTS TO EXPAND COMPANY PORTFOLIO.
- ACHIEVE PROFITABILITY BY MAINTAINING THE REVENUES AND EFFECTIVE COST MANAGEMENT
- ENSURE THE ACHIEVEMENT OF REVENUE TARGETS AS WELL AS GROSS MARGIN TARGETS.
- DELIVERING ON ALL SLA'S AS AGREED UPON FOR THE RESPECTIVE PROJECTS
- OVERALL MANAGEMENT OF THE COMPANY'S OPERATIONS.
- CONSTANT EVALUATION, ASSESSMENT AND MANAGEMENT OF ALL MEMBERS OF THE OPERATIONS TEAM.
- CONDUCTING PERIODIC PERFORMANCE REVIEWS ON ALL MANAGERS AND SUPERVISORS.
- MENTORING, COACHING AND MOTIVATING TEAM MEMBERS TOWARDS HIGH PRODUCTIVITY AND PERFORMANCE
- ENABLING RETENTION AND FACILITATING THE REDUCTION OF ATTRITION.

APRIL 2008 TO DECEMBER 2013

EXIGO PROCESS SOLUTIONS (DBA. CALLCENTER 360)

CHIEF OPERATING OFFICER

- PROVIDE LEADERSHIP TO DEVELOP PERFORMANCE MANAGEMENT CULTURE
- ENCOURAGE INNOVATION AND CREATIVITY AND AT THE SAME TIME INSTITUTIONALIZE PROCESSES AND SYSTEMS TO ENSURE COMPLIANCE TO PROCESSES AND PROCEDURES.
- IDENTIFYING AND BRINGING IN NURTURING TALENTS AT THE LEADERSHIP LEVEL, ENSURING AND IMPLEMENTING A SUCCESSION PLAN FOR ALL DIRECT REPORTS.
- REPORTS ON THE COMPANY'S PROFITABILITY TO THE BOARD OF DIRECTORS.
- ACHIEVE PROFITABILITY BY MAINTAINING THE REVENUES AND EFFECTIVE COST MANAGEMENT
- ENSURE THE ACHIEVEMENT OF REVENUE TARGETS AS WELL AS GROSS MARGIN TARGETS.
- DELIVERING ON ALL SLA'S AS AGREED UPON FOR THE RESPECTIVE PROJECTS
- OVERALL MANAGEMENT OF THE COMPANY'S OPERATIONS.
- CONSTANT EVALUATION, ASSESSMENT AND MANAGEMENT OF ALL MEMBERS OF THE OPERATIONS TEAM.
- CONDUCTING PERIODIC PERFORMANCE REVIEWS ON ALL MANAGERS AND SUPERVISORS.
- MENTORING, COACHING AND MOTIVATING TEAM MEMBERS TOWARDS HIGH PRODUCTIVITY AND PERFORMANCE
- ENABLING RETENTION AND FACILITATING THE REDUCTION OF ATTRITION.

SEPTEMBER 2007 TO APRIL 2008

AMERITECH MARKETING INC.

CALL CENTER MANAGER

- MAINTAIN AND EXPAND EXISTING RELATIONSHIP WITH CLIENTS.
- COLLABORATE WITH THE ORGANIZATION TO ESTABLISH OBJECTIVES FOR THE EXPANSION OF RELATIONSHIPS.
- MANAGE PROJECTS, INCLUDING PLAN DEVELOPMENT, RESOURCE ALLOCATION AND MANAGEMENT, CONFIGURATION MANAGEMENT, CHANGE MANAGEMENT, ISSUE MANAGEMENT, AND RISK MANAGEMENT.
- PROVIDE MANAGEMENT OF CROSS-DISCIPLINARY PROJECTS.
- FACILITATE COMMUNICATION BETWEEN CROSS-DISCIPLINARY TEAMS.
- COLLABORATE WITH CROSS-DISCIPLINARY TEAMS TO DEFINE PROJECT BUDGETS AND SCHEDULES.
- ASSUME ON-GOING PROJECT-RELATED CLIENT COMMUNICATION AND PRESENTATIONS

JUNE 2007 TO SEPTEMBER 2007

TELETRINSIC CONTACT CENTER SOLUTIONS

SR. MANAGER, CUSTOMER SERVICE OPERATIONS & QUALITY ASSURANCE

- MANAGES A STAFF OF CUSTOMER SERVICE REPRESENTATIVES, COACHING THEM TO PERFORMANCE AND EVALUATING THEIR PERFORMANCE.
- CONDUCTS BUSINESS DEVELOPMENT PLANNING BASED ON DATA RETRIEVED FROM CUSTOMER SERVICE CALLS AND COORDINATES WITH OTHER DEPARTMENTS IN IMPLEMENTING SUCH.
- CO-MANAGES THE PROGRAM ALONG WITH OTHER MANAGERS AND SUPERVISORS. ACTS AS POINT-OF-CONTACT IN THE ABSENCE OF THE PROGRAM MANAGER.

NOVEMBER 2005 TO MAY 2006

CLIENTLOGIC PHILIPPINES

SHIFT MANAGER (PROMOTED FROM OPERATIONS SUPERVISOR)

- HANDLES A TEAM OF 20-25 TRAVEL CONSULTANTS
- MONITORS AND EVALUATES KEY PERFORMANCE INDICATORS IN ORDER TO IDENTIFY AREAS FOR IMPROVEMENT
- PREPARES WEEKLY REPORTS ON ASSOCIATES' PERFORMANCE METRICS
- IN-CHARGE OF QUEUE MANAGEMENT IN THE ABSENCE OF WORKFORCE ANALYST
- ACTS AS SHIFT MANAGER IN THE ABSENCE OF OPERATIONS MANAGER
- PROVIDES COACHING TO L-1 AND L-2 AGENTS ON KEY PERFORMANCE INDICATORS AND BEHAVIORAL ISSUES
- ASSISTS IN HIRING NEW AGENTS BY CONDUCTING OPERATIONS INTERVIEW
- ATTENDS CONFERENCE CALLS RELATED TO PRODUCT/SERVICE DEVELOPMENT
- CONDUCTS/LEADS CALIBRATION SESSIONS WITH CLIENT AND/ OR LOCAL QUALITY ANALYSTS
- CONDUCTS WEEKLY TEAM MEETINGS IN ORDER TO CASCADE PRODUCT/COMPANY UPDATES
- CONDUCTS DAILY CALL AUDITS TO ENSURE AGENTS' ADHERENCE TO QUALITY GUIDELINES.

MAY 2004 TO SEPTEMBER 2005

TELEPERFORMANCE PHILIPPINES

CUSTOMER SERVICE TEAM LEAD (PROMOTED FROM CUSTOMER SERVICE REPRESENTATIVE)

- HANDLES A TEAM OF 18-25 CUSTOMER SERVICE ASSOCIATES
- MONITORS AND EVALUATES KEY PERFORMANCE INDICATORS IN ORDER TO IDENTIFY AREAS FOR IMPROVEMENT AND COACHES ASSOCIATES TO PERFORMANCE
- TAKES CUSTOMER ESCALATIONS FROM AGENTS
- PREPARES WEEKLY REPORTS ON ASSOCIATES' PERFORMANCE METRICS
- ACTS AS POC FOR OPERATIONS IN THE ABSENCE OF SHIFT MANAGER
- PROVIDES COACHING TO AGENTS ON KEY PERFORMANCE INDICATORS AND BEHAVIORAL ISSUES
- ATTENDS CONFERENCE CALLS RELATED TO PRODUCT/SERVICE DEVELOPMENT
- CONDUCTS WEEKLY TEAM MEETINGS IN ORDER TO CASCADE PRODUCT/COMPANY UPDATES
- ACTS AS SECOND POINT FOR ESCALATION OF CUSTOMER CONCERNS (TEAM LEVEL), TAKES THIRD LEVEL ESCALATIONS WHENEVER NEEDED
- CONDUCTS DAILY CALL AUDITS TO ENSURE AGENTS' ADHERENCE TO QUALITY GUIDELINES AND TO MAINTAIN LEVEL OF CUSTOMER SATISFACTION

JULY 2003 TO FEBRUARY 2004

COMMONWEALTH INSURANCE COMPANY

LIAISON OFFICER

- RESPONSIBLE FOR DELIVERY OF INSURANCE POLICIES.
- RESPONSIBLE FOR THE SAFEKEEPING OF SALES INVOICES AND OTHER MARKETING RELATED DOCUMENTS.
- ASSISTS IN PREPARATION OF MARKETING PROPOSALS
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NOVEMBER 2001 TO JANUARY 2002

INTERNET SOLUTIONS PHILIPPINES

JUNIOR ACCOUNT EXECUTIVE

- RESPONSIBLE FOR FOLLOW-UP FOR BROADBAND INTERNET CONNECTIVITY CLIENTS
- MAINTAINS CLIENT DATABASE
- PREPARES SALES PROPOSAL FOR BROADBAND INTERNET CONNECTIVITY ACCOUNT

VOLUNTEER WORK/ SOCIO-CIVIC AFFILIATION

REGIONAL GOVERNOR/ NATIONAL CHAIRMAN FOR DIGITALIZATION AND INNOVATION

THE FRATERNAL ORDER OF EAGLES- PHILIPPINE EAGLES, INC.

2024-PRESENT

CHARTER CLUB PRESIDENT

CAPTAINS OF DESTINY EAGLES CLUB (TFOE-PE, INC)

2022-2024

MEMBER

THE FRATERNAL ORDER OF EAGLES- PHILIPPINE EAGLES, INC.

2021-2022

EDUCATIONAL BACKGROUND

DEGREE IN MARKETING MANAGEMENT

PENN FOSTER CAREER SCHOOL

2006

PERSONAL INFORMATION

DATE OF BIRTH : 11 JANUARY 1984

NATIONALITY : PHILIPPINES

GENDER : MALE

MARITAL STATUS : MARRIED

SOCIAL SECURITY NO. : 33-7501125-5

CHARACTER REFERENCES AVAILABLE UPON REQUEST.

