

# Albert Nacorda

## Operations Team Leader

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### Professional Summary:

Highly results-oriented and dedicated Operations Team Leader with over 7 years of experience in high-volume BPO and financial services environments, specializing in Customer Care, Escalation Management, and E-commerce operations. Proven ability to lead, mentor, and manage teams while driving operational efficiency, handling high-level client engagement (WBRs), and resolving critical escalations (BBB, Executive). Seeking to leverage strong interpersonal skills and passion for continuous improvement in a Senior Team Leader role.

### Experience:

#### IOPEX Technologies Inc.

##### Operations Team Leader / Recently promoted to Senior Team Leader

*BGC Taguig, PH | May 2024 – Present (Promotion Effective: September 2025)*

- **Team Leadership:** Successfully lead and manage the daily operations and performance of an operations team, ensuring adherence to program processes and quality standards.
- **Operational Excellence:** Oversee operational workflow and program processes, focusing on optimizing efficiency and consistency across all team functions.
- **Client Engagement:** Act as a key point of contact for external clients, leading and presenting during weekly Business Reviews (WBRs) to provide performance updates and strategic recommendations.
- **Escalation Management:** Provide the highest point of escalation for complex operational issues, ensuring timely resolution and preventing service disruption.
- **Mentorship:** Actively coach team members, utilizing previous Subject Matter Expert (SME) experience to enhance individual performance and specialized knowledge.

#### Customer Care Advocate / Subject Matter Expert

*Taguig, PH | January 2020 – May 2024*

- **Subject Matter Expertise:** Served as the decision-making authority and highest point of contact for complex issues, including Executive Escalations and Better Business Bureau (BBB) Complaints.
- **Premier Support:** Managed the full lifecycle of sensitive customer interactions via inbound/outbound calls, email, and chat, specifically handling Premier Membership clients.
- **Technical Operations:** Expertly managed critical E-commerce and financial processes including Billing, Order Management, Account Management, Refunds, processing Chargebacks, and Fraud Screening.
- **Supervisory Support:** Provided real-time support and coaching to junior agents, took supervisory calls, and served as the primary point of contact for operational questions.
- **Reporting:** Delivered detailed performance updates and critical issue reports to clients and internal executives through weekly meetings.

## **FIS Global Solutions**

### **Customer Service Associate**

*Makati, PH | October 2017 – November 2019*

- Handled inbound customer calls related to financial accounts and mobile banking applications.
- Executed sensitive tasks including Account Verification, providing bank transaction details, and assisting with mobile application navigation.
- Worked within the Fraud Prevention Department, following strict protocols to ensure client financial security.

### **Key Skills & Awards:**

#### **Core Competencies:**

- Team Leadership & Mentoring
- Executive & BBB Escalation Management
- Client Engagement
- B2B/B2C Operations
- E-commerce & Order Management
- Chargeback & Refund Processing
- Fraud Prevention & Screening
- Interpersonal & Communication Skills
- Coaching & Training (FSC Coach/Trainer)

#### **Recognition:**

- **Ace Awardee**
- **Ultimate Team Player Awards**
- **Excellent Performing Awards**
- **Miles Stone Awards**
- **Star Coach Awards**

#### **Education:**

##### **Secondary Level**

*DON MARCELO JIMENEZ MEMORIAL POLYTECHNIC INS. | Poblacion Dasol, Pangasinan (2008-2012)*

##### **Primary Level, Salutatorian**

*ULI ELEMENTARY SCHOOL | Uli Dasol, Pangasinan (2002-2008)*

#### **Professional Development**

- Crew Training Program Orientation.
- Food, Service, Cleanliness and Condition (FSC) Training.
- Solid Waste Management Seminar.

*Character references are available upon request.*