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Objective:

- To strategically fuse a set of customer service and client relation skills acquired through the years, and efficiently exercise them in a challenging, highly competitive, but satisfying environment on a managerial level.

Profile:

- Excellence driven, high performing, and self motivated individual, with practically more than a decade of BPO experience, with both customer facing and managerial skills. Obsessed with exceeding any expectations and delivering on time and possesses a “never say die” attitude. Excellent communication skills and a highly logical thinker with a convincingly balanced interpersonal and professional attitude that is always passionate about providing only the best possible performance.

Work History:

- **Operations Manager, Lizard Bear Tasking, Inc. (March 2017 - Present)**
 - Manage a cluster of 100+ teammates (agents/associates), and a minimum of 5 to 10 Team Leads, with a primary objective to support the core business and sustain an efficient, yet effective working environment.
 - **Manage Performance and Develop People** as *core* responsibilities.
 - Managing performance involves ensuring all KPIs indicated within the Scope Of Work (SOW) is, at a minimum, exceeded with the most efficient effort, through the use of best judgement and decision making. This involves, but is not limited to:
 - Queue Management / Service Levels
 - Team level KPIs
 - Individual teammate KPIs
 - Coaching and Development
 - Process Updates
 - Workforce / Scheduling
 - Training
 - Breach of SOW in terms of KPI is extensively analyzed and is actioned upon via SMART methodology.
 - Ensure Team Leads / Supervisors are well equipped with the skills, logic, and understanding of their roles and what is expected of them
 - Proactively communicate with clients in terms of recommendations that addresses roadblocks and opportunities to grow the business.
 - Provide life coaching support in an effort to not only develop future leaders, but to make each individual excel at what they do.
 - Ensure smooth payroll / pay periods
 - Ensure **financials** are kept in check. This includes ensuring optimal resources are in check to keep the following at a healthy level:
 - Revenue
 - Bills To Pay (BTP) and Gross Margin
- **Team Leader, Lizard Bear Tasking, Inc. (May 2015 - Feb 2017).**

- Manage a team of 15 to 20 agents and make them the best of what they can be through continuous coaching sessions, career planning and development and performance reviews all while maintaining work-life balance.
 - Develop future leaders by building a career path, together with sharing best practices and immersing agents according to the path they chose
 - Ensure that agents are performing according to expectations by monitoring their productivity, worked hours, and any behavioral issues.
 - Analyze trends, opportunities and loopholes in product specific processes that will be beneficial both for customers, employees, and the organization
 - Communicate with clients to make sure processes are in sync, report on and analyze the team's numbers and come up with action plans to improve or maintain their performance.
 - Manage the queue and make sure that technologies and tools are working as they should be so agents can provide seamless experience to customers.
 - Manage timekeeping (Oracle) and ensure employee satisfaction through temp checks, open discussions and huddles regarding what the management can do to make the work environment as comfortable as possible.
- **Financial Advisor, Generali Philippines (October 2014 - March 2015).**
 - Responsible for providing financial planning services to a cluster of BDO branches, armed with a competitive line of insurance products and premium services.
 - Life insurance coverage covering from Term, Life and Variable.
- **Timekeeping Analyst, Automatic Data Processing (ADP), Inc. (October 2013 - October 2014)**
 - Provide payroll administrators and practitioners the highest level of service and satisfaction with timekeeping, reporting, hours computation and customization.
 - Troubleshooting the timekeeping program and generate reports and maintain administrator access.
 - Ensure that total hours are transferred correctly to the payroll system so employees get paid accordingly and accurately
 - Responsible for following up through call back, with any pending and urgent timekeeping concerns.
- **Team Leader, TELUS International Philippines (January 2009 - June 2012)**
 - Responsible for making sure that associates / agents are working at their best performance. Coaching agents as well as performing weekly, bi-weekly, monthly and even annual performance review.
 - Making sure that agents are comfortable in their working environment and is responsible for addressing issues regarding integrity and workplace. Also makes sure that agents have the "life – work balance".
 - Responsible for agents payroll
 - Calibrates with clients regarding quality and customer satisfaction requirements
 - Meets with clients on a regular basis to ensure sharing of best practices and any updates are discussed to each team member on a regular basis.
 - Performs Quality audits for Coaching Purposes
 - Performs Ticket Scrubbing and Audit.
 - Responsible in taking Supervisor calls and makes sure that escalated issues are handled with urgency.
- **Subject Matter Expert, Transcom Asia (June 2006 January 2009)**

- Provide Technical Support to residential clients with regard to their internet connectivity such as, but not limited to:
 - Hardware Issues. E.g. Modem, Router, Switch
 - Software Issues, E.g. Internet Explorer and any other browsers and firewalls.
- Check any possible network outages and escalate them as necessary
- Take escalated calls that requires advanced troubleshooting
- Train Level I agents for any updates and technical coaching.
- Monitor call queue
- Take supervisor calls
- Performs quality audits and calibration between the quality team
- Responsible for making sure there are not mistakes in the associate's timekeeping, so payroll is distributed properly

Education:

- **Tertiary:** AMA Computer College, East Rizal, Bachelor of Science in Information Technology (2002-2006)
- **Secondary:** Our Lady of Perpetual Succor College (OLOPSC) (1998-2002)
- **Primary:** Our Lady of Perpetual Succor College (OLOPSC) (1992-1996)

Seminars/Trainings/Certificates:

- **Six Sigma Certified Yellow Belt** - AHT reduction program (August 2009, Telus Philippines)
- **On-Trac Certified Leader** - 3 stars (December 2009, Telus Philippines)
- Emergency Response and First Aid (March 2010, Telus Philippines)
- Cisco Certified Network Associate courses 1, 2, 3, 4 (2004, AMA Computer College)
- Extreme Ownership - 2017 (Lizard Bear Tasking, Inc)
- Life Insurance License - 2014, Generali Philippines.

References:

- Available upon request.