

# ARLENE A. HALIM

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## Overview

A strong-willed visionary who loves to challenge status quo. Been in the industry for more than 16 years and currently an Associate Director who handles Financial Shared Services and Technology, Client Services, Operations, and Project Management. A team player and a game changer who is very results-oriented optimizing various platforms and best practices from technology to processes

- Strong track record in Operational Leadership, Performance Management, Client Relationship Management, Business Development, Project Management, Strategic Quality, Customer Experience, and start-ups

## Educational Background

**SY 1996 - 2001**

**Miriam College (formerly Maryknoll College)**  
Bachelor of Arts in Business Administration

## Work Experiences

**December 2013 – present Associate Director, Client Contact Center Manager**  
**Depository Trust and Clearing Corporation**

### Job Description

- Manages and coaches the 13 CCC Technical Support Engineers and 3 Tier-2 Support (Manila and Boston – based) to fulfill their vital role in achieving DTCC's client service goals.
- Deliver a high level of technical support on Institutional Trade Processing DTCC products (ALERT, Central Trade Manager, OASYS, TradeSuite, Data Product, Connect and Data Exception Manager) and DTCC Products (DTC, NSCC, FICC, SIFMU and Solutions)
- Develop short and long-term strategies for the team working with the Head of CCC Globally to ensure global consistency in achieving DTCC client service goals.
- Managerial oversight and ownership of issues on applications, network and service disruptions that were raised through to 1<sup>st</sup> and 2<sup>nd</sup> Technical line support
- Acts as the primary communication channel within the client community in the event of major incidents and outages.
- Review and manage staffs' performance through on-going performance evaluation and coaching and provide staff with personal development and career fulfillment.
- Analyze CRM data to identify and address support trends both at an individual client and community level.
- Evaluate Service Level Expectation guidelines for clients in conjunction with other Client Ops functions, Technology, Product Management and Security.
- Accountable for regional satisfaction of all clients serviced by the CCC Americas
- Overall Head of Diversity and Inclusion (D&I) and Employee Engagement Manila Site 2015 – 2017
  - Global Coordinator of Diversity Council Manila and Business Professional Networks (WINS, LGBTQA, START)

### Key Achievements:

- Delegate to Salesforce Dreamforce Conference 2015 in San Francisco, California
- Successful transition of an outsource Contact Center to In-House Q1 2017
- Instrumental in the 5% Increase on the Employee Engagement Survey from 86% (2015) to 91% (2016) for the Manila Site
- Rewards and Recognition Program (RRP) Level 2 Awardee 2016
- SSAE 16 Audit Certified
- Launched the Business Professional Networks in Manila (Employee Diversity Groups)
  - 2015: Women's in Networking Success – WINS (54 initial members)
  - 2015: LGBTQA – Lesbian, Gay, Bisexual, Transgender and Ally (34 initial members)
  - 2016: START – Support, Talent, Advancement and Recruitment of Talent (112 initial members)
- Year-End Rating: Outstanding 2014, 2016, 2017, 2018, 2019

**May 2013 – Dec 2013**

**Service Delivery Manager – Operations  
UK Secured Arrears and Financial Assessing Unit – Mortgage Collections  
IBM Global Process Services (presently Concentrix)**

Job Description

- Account Manager of a new Line of Business of a UK Banking firm with 120 CCS, 5 Team Leads and 2 SMEs
- Ensured complete transition and handover of Onshore (United Kingdom) to Manila's responsibility, from UAT to Knowledge Transfer Training to Production Go-Live
- Responsible for validating and processing Change Requests and SOWs required for the program
- Ensured program updates, policy changes and schedule transitions are implemented efficiently.
- Closely monitored efficiency parameters of Operations – Attendance, Attrition and Productivity and ensured that time allotted for shrinkage is utilized effectively
- Spearheaded the Employee Engagement Team for the entire Account (600 HC)

**Key Achievements:**

- Successful transition with exceeding the glide path targets for QA Capability and Compliance metrics on the first 3 months
- Contributed and implemented process improvements to minimize complaints and maximize client retention
- 2013 PBC Rating: 1 Role Model/Excellent
- **IBM Top Talent 2013**

**May 2010 – April 2013**

**Service Delivery Manager – Operations  
UK Telecommunications Account  
IBM Global Process Services (presently Concentrix)**

Job Description

- **Knowledge Transfer to Plymouth, United Kingdom (Travel Date: June – Aug 2010)**
  - Received training in the UK and was able to successfully launch the project in Manila.
- Account Manager of a UK Customer Service process for Technical Support and Billing line of business with approximately 180 CCS, 9 Team Managers, 5 SMEs
- Ensured key metrics are met, including CSAT, NPS, AHT, Capacity/Delivery and Attrition
- Ensured completion of LOB transition to the new operating model and scope of remit
- Planned, developed and implemented strategies for operational management and development to meet agreed organizational performance within agreed budgets and time scales.
- Conducted analysis for volume forecasting and understanding factors behind them.
- Monitored measure and report team performance measures and understanding factors behind it.
- Planned and organized Employee Engagement Activities for the LOB.
- Head of OUK Self – Ambassador Program

**Key Achievements:**

- Spearheaded the Sales Pilot Team, exceeding the required Sales Target transfers in 2 months
- Lowest attrition rate in 2011 (4.5%)
- 2011 PBC Rating 1 Role Model/Excellent
- 2012 PBC Rating: 2+ Top Contributor/Outstanding
- **IBM Top Talent 2011, 2012**

**June 2009 – May 2010**

**Deputy Manager for Operations  
IBM Internal Technical Support / Helpdesk  
IBM Global Process Services (presently Concentrix)**

Job Description

- **Knowledge Transfer to IBM University Boulder, Colorado, United States (Travel Date: June – Aug 2009)**
  - **Head of the KT Team – group of 3 SMEs and 2 Trainers**
  - Received training in the US and successfully launched the project in Manila
  - Assisted IT in UAT until Production Go – Live
  - Created course modules and Supervised Wave 1 Training
- Acted as the Front-Line Manager and ensured that the Key Client Metrics are met.
- Acted as the first level of escalations and resolved all people issues within the team through regular feedback, One-to-Ones & Team Meetings
- Trained in the Contact Center operations as well as implementation and improvement of a new process.
- Instituted creative & innovative R&R for enhancing team performance and motivation; foster career advancement of the team members within the project or lateral movement.

**Key Achievements:**

- o Successfully transitioned the business from Colorado, US to Manila
- o Achieved glide path targets month-on-month after the Go – live
- o 2010 PBC Rating 1 Role Model/Excellent
- o **IBM Top Talent 2010**

**May 2006 – June 2009      Assistant Manager for Operations  
Travel Account (United Airlines)  
IBM Global Process Services**

**Job Description**

- Managed a team of approx. 20 CCS and ensured that all key metrics of performance as per the Client SLA are met and exceeded.
- Ensured key metrics are met, including CSAT, NPS, AHT, Capacity/Delivery and Attrition
- Managed team performance and responsible for the overall development of the team
- Coached and analyzed employee performance and developed action plan to bridge gaps

**Key Achievements:**

- o Spearheaded the Sales Pilot Project prior to Site-wide implementation
- o United Airlines' Contact Centre Overall Top Team Lead Performer for the Year 2008
- o Site Best Team Lead monthly from June 2007 to Nov 2008 and Jan to Feb 09.

**May 2002 – Sept 2005      Travel Customer Service Representative  
Paragon Travel Ltd (Asia-hotels.com)**

**Job Description**

- Handled online hotel reservations in Hong Kong, China, Taiwan, Macau
- Worked at the Hong Kong office during peak seasons i.e Hong Kong International Trade Fair, Macau Grand Prix

**June 2001 – May 2002      Shop Supervisor  
The Body Shop (JVS Worldwide)**

**Skills**

- Client focus on building business relationships
- Use and implementation of CRM business outsourcing solution
  - o Knowledge with client requirements in terms of staffing of agents as well as business, maintenance, marketing of client requirements
- Application of Contact Center Business Strategy and Delivery
  - o Trained in the Contact Center operations as well as implementation and improvement of new process.
- Analysis and Application of Contact Center Performance Data (Metrics) and Workforce Concepts (Scheduling and SLA's)
  - o Implementation as well as forecasting of Scheduling and Service Level Agreements of client needs for operations.
- Enables team and agent performance
  - o Drives and Motivates Agent and team performance to meet and exceed client requirements
- Process Improvement
  - o Ability to formulate new procedures within the operation of the Account and improving them so to meet and exceed client expectations and improve quality of business.

**Seminars and Trainings Attended**

Mentoring Circles (acted as a Mentor for 8 Mentees)	August 2020 – Nov 2020
Mentoring Circles (acted as a Mentor for 8 Mentees)	August 2016 – Feb 2017
Managing for Success (Advanced) 6-month course	March 2016
Employment Law for DTCC Managers (US, EMEA and APAC)	December 2015
Leading Dispersed Teams	November 2015
Salesforce Dreamforce Conference San Francisco, CA	September 2015
Coaching for Performance	September 2015
The Oz Principle (Role of Accountability)	August 2015
Engagement for People Managers	November 2015
Dialogue @DTCC	July 2015
Project Management Essentials	July 2015
Inclusive Leadership	June 2015
Performance Management and STAR Coaching Technique	October 2014
Basic Blue for IBM Leaders (IBM Method of Management)	February 2013
Behavior – Based Structured Interview Certified	December 2012
Six Sigma Program Yellow Belt Training	December 2012
Critical Thinking	May 2008
Six Thinking Hats	April 2008
Managing Performance and PH Employment Law	March 2008