



VIONE KRISTINE MARCOS

REGIONAL CONTACT CENTER LEAD, APAC

EDUCATION

Ateneo de Manila University

June 1999 – March 2003

AB Philosophy

Graduated Scholar

WORK EXPERIENCE

Philips Philippines, Inc.

Regional Contact Center Lead, Asia Pacific

April 2021 to Present

- Responsible for the outsourced operations of contact centers in the region.
- Improve consumer journey, driving NPS analytics and deriving improvement plans from it, delivering on NPS ambitions.
- Drive automation and efficiencies, analyze operational processes, establish escalation procedures, oversee training needs assessment and implement channel strategy.

Accenture Inc., Service Delivery Operations Senior Manager, Client and Claims Operations Global Process Lead

June 2016 to April 2021

- Ensure execution of delivery work across various lines of business, leading service delivery strategy across multiple geographies.
- Support sales opportunities and ensure the feasibility of the proposed solutions and delivery of the solution by leveraging Accenture's full capabilities.
- Support the achievement of contract controllable income and cost-to-serve targets; delivery efficiencies through standard process and synergies.

Accenture Inc., Service Delivery Operations Manager, May 2012 to May 2016

- Manage processes/programs to deliver agreed scope of services and SLAs while achieving profitability improvements and productive gains.
- Manage recruiting, staffing, pyramid mix, utilization, and capacity of staff to optimize balance between cost and delivery targets.
- Responsible for career management of service delivery operations staff (e.g. training, engagement, mentoring, succession planning and annual performance process).

Accenture Inc., Service Delivery Associate Manager, October 2010 to April 2012

- Make decisions about the day-to-day operation of the group, including management of work assignment and information between shifts as well as approach regarding workload, equipment, staffing, and scheduling.

PROFILE

Seasoned Service Delivery Operations professional with 18 years of operations outsourcing experience partnering with companies from various industries – healthcare, utilities, electronic consumer products, financial institution.

CONTACT



vionemarcosniduaza@gmail.com



(+63)917-632-7589



<http://linkedin.com/in/vione-kristine-marcos-246697124>



Taguig City, Metro Manila,
Philippines

WORK EXPERIENCE

Accenture Inc., Service Delivery Operations Supervisor March 2008 to September 2010

- Manage performance of a team of claims processors to meet required service level components, quality and productivity targets.
- Drive employee engagement with the team, the project, and the broader organization

Philippine IT Offshore Network, Operations Director May 2007 to March 2008

- Plan, develop and implement strategy for operational management and development in order to meet greed organization plans.
- Ensure that activities meet with and integrate with organizational requirements for quality management, health and safety, legal stipulations and general duty of care.
- Manage day-to-day client interaction.

Philippine IT Offshore Network, Project Manager July 2006 to April 2007

- Manage day-to-day operational aspects of a project and scope.
- Continually seek opportunities to increase customer satisfaction and deepen client relationships; effectively manage stakeholders.
- Conduct effective performance evaluations and performance improvement, career development discussions through formal channels.

Philippine IT Offshore Network, Researcher and Exec Assistant to CEO June 2005 to June 2006

- Perform research to meet lead generation targets.
- Ensure consumer care through performance of after-call sales surveys for a utilities company.

eTelecare, CSR/TSR April 2003 to February 2005

- Direct customers in the troubleshooting steps required to resolve hardware/software issues.
- Ensure customer satisfaction.

AREAS OF EXPERTISE

- Process Re-engineering and Business Transformation
- Project Management using Lean and Agile methodology
- Operational Excellence
- Financial Management – revenue growth and cost optimization
- Client Relationship Development and Senior-level Stakeholder Management
- Problem-solving and escalation management
- Organization building and leadership development