

Johanna Lubat

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Objectives:

Highly skilled and meticulous Call Center Operations Supervisor with a superb record of customer satisfaction and successful sales. Adept multitasker able to address multiple customer and company tasks with the highest degree of professionalism and accuracy. Flexible scheduling availability to include evenings weekends and some holidays.

Core Qualifications:

- ❖ Strong familiarity with product information to inform customers
- ❖ Excellent proficiency with MS Office suite
- ❖ Proficient in English for both oral and written
- ❖ Knowledgeable with Visual Basic C++ Programming/email settings/LAN/ Internet setup
- ❖ Skilled supervisor who is responsible for direct supervision of 15-18 agents
- ❖ Skilled in different types of LOBs and responsible for the attainment of client set goals, efficiency targets & overall team performance
- ❖ Conducts regular performance management to improve challenged members of the team
- ❖ Analyzes agents performance and develops action plan to bridge gaps
- ❖ Can work under pressure with minimal supervision
- ❖ Able to efficiently navigate multiple systems while handling complex queries.

Educational Background:

Tertiary:

CHEMICAL ENGINEERING (2001-2006)
MAPUA Institute of Technology (Manila)-

Work Experience:

TaskUs (Operations Team Lead/ Supervisor) - August 2020- Present

Work Description:

- Responsible for direct supervision of 15-18 agents
- Responsible for the attainment of client set goals, efficiency targets and overall team performance

Teleperformance Philippines (Operations Team Lead/ Supervisor) - April 2015- August 2020

Work Description:

- Responsible for direct supervision of 15-18 agents
- Responsible for the attainment of client set goals, efficiency targets and overall team performance
- Performs consistent and effective coaching sessions to address performance gaps
- Analyzes agents performance and develops action plan to bridge gaps
- Conducts regular performance management to improve challenged members of the team

Teleperformance Philippines (Technical Support Representative) - March 2010-2015

Work Description:

- Resolve our customers' technical queries and concerns by providing real time support accurately for Internet through phone.

Odesk (Virtual Assistant) -September 2009- January 2010

- Administrative task and daily support
- Maintain website and update sales

Teletech Novaliches Customer Support Representative July 2008- February 2009

Work Description:

- Resolve our customers' technical queries and concerns by providing real time support accurately for Internet through phone.
- Worked frequent overtime or substitution hours.

Vision X Inc. Customer Support Representative November 2007-June 2008

Work Description:

- Provide assistance for both technical and billing enquiry. Process orders through up selling

Teletech Novaliches Customer Support Representative August 2006- April 2007

Work Description:

- Provide assistance for technical assistance with internet service provider

United Laboratory Inc. (Student Trainee) - April 2006-June 2006

Work Description: -

- Quality assurance inspection of packaging materials – Test and evaluate the product conditions of medicines to guarantee its quality those are sold in the market
- Allocate the medicines samples on different storage conditions

Reference is available upon request

I certify that all information and data I have given above are true and correct. I fully understand that any false statement will be sufficient cause for any immediate separation from the company upon discover thereof. **Johanna M. Lubat**