



PAULA ANGELA P. DE GUIA

SR.CLIENT SERVICES MANAGER

PROFESSIONAL PROFILE

13 years of work experience in Customer Service, Financial Services, Sales Management, Client Relations, and Migrations in the BPO Industry. Strengths include excellent communication and interpersonal skills, implementation and account maintenance, strategic planning, process improvement, handling customer escalations and servicing customers. A team player that constantly strive for a positive and productive work environment.

Contact information:
(+63) 917 4200 392

Home Location:
Paranaque City

Skype:
live:pauladeguia

Email:
pauladeguia@gmail.com

Education:

BS Nursing
Registered Nurse
Olivarez College

Trainings:

Grow Coaching • Direct
Trainer Skills • Lean Training
and Intro to Six Sigma • Coach
Flow Training

Visa(s):

Active US B1/B2
Active Canadian Visa
AU Visa Valid till April 2019

Skills:



PROFESSIONAL EXPERIENCE

• MARCH 2021 – APRIL 2022

SR. CLIENT SERVICES MANAGER – FUSION BPO SERVICES

• MARCH 2021 – APRIL 2022

SR. CLIENT SERVICES MANAGER – TASKUS PHILIPPINES

• MARCH 2020 - MARCH 2021

CLIENT SERVICES MANAGER – ISUPPORT WORLDWIDE

• CLIENT RELATIONSHIP • ACCOUNT MANAGEMENT • INSIDE SALES GROWTH

Duties Include:

Responsible for maintaining relationship with the client by acting as the main point of contact between the client and company. Connects with the client by conducting regular business reviews and regular touch base and ensures customer satisfaction by overseeing the day-to-day operation of the client. Responsible in bringing organic growth in the business by developing the client's need and offering solutions.

• FEBRUARY 2019 – MARCH 2020

ACCOUNT MANAGER – ISTA PERSONNEL SOLUTIONS

• TEAM MANAGEMENT • COACHING • PROCESS IMPROVEMENT

Duties Include:

Acts as a project manager in migrating new accounts for the client. Maintain relationship and good service level by creating training plans, ramp up goals, and business review with the client. Responsible for organic growth and uncovering sales opportunities from the clients.

• APRIL 2018 – FEBRUARY 2019

RELATIONSHIP MANAGER - EMAPTA Versatile Services

• CUSTOMER AND STAFFING RELATIONSHIP MANAGEMENT • RESEARCHER AND RESOLVER OF CLIENT'S BUSINESS NEEDS • RELATIONSHIP BUILDING FOR BUSINESS EXPANSION • SALES MAINTENANCE

Duties Include:

Responsible for building and preserving relationships with our customers. Research in finding ways to outperform our competition and maintain our company's positive image. Ensures challenges are solved strategically with the use of analytical problem-solving skills.

• SEPTEMBER 2012 – MARCH 2018

ASSISTANT MANAGER - EXL Service Philippines

INSIDE SALES • ACCOUNTING RECEIVABLES • MIGRATION • SALES AND BEHAVIORAL COACHING • PERFORMANCE AND PEOPLE MANAGEMENT • PROCESS IMPROVEMENT

Career Highlight:

Strong leadership and Managerial Skills in handling a team of 15-18 FTEs. Experienced in Migrating Accounts and representing the company to be trained in the US resulting in transition of accounts and increased in FTE demands. Highly experience in various support roles in the BPO Industry such as Quality and Process Improvement, Learning and Development, and WFM.

FEBRUARY 2012 – SEPTEMBER 2012

Executive Roles

Purchase Order Specialist - Xerox Inc Philippines
Collections Specialist – Convergys Philippines (Concentrix)
Collections and Fraud Analyst- iQor Philippines