



Lester Louie R. Legal

SUPERVISOR



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AL109 Reef St., Almiya Subdivision,
Canduman, Mandaue City, Cebu

EDUCATION

2017

COLLEGE OF LAW

University of San Carlos
Cebu City

2010-2011

Political Science

University of San Carlos
Cebu City
Siliman University
Dumaguete City

SKILLS

- Team/People Management
- Ability to Multi-task
- Keen on Task/Performance Delivery
- Coaching and Mentoring Sessions
- Conducts coaching by discussing the problem, Identifying the Root Cause (RCA) and creating action plans
- Provides Great Customer Service
- Skilled on Technical Support Function
- Exposed on Business Review Meetings (Performance Readout)
- Creates Team Reports (EOD, Weekly, Monthly Stats)

In my role as a Supervisor, I am responsible for managing 20 agents in my team, motivating and developing them by constant coaching and mentoring on how to consistently deliver performance, and making sure that follow through happens after every coaching.

As an Assistant Center Manager and a Supervisor for 6 years, I am constantly exposed and involved in coachings with agents, both performers and outliers, on accurate problem identification and pinpoint root cause (RCA) in order for us to effectively create action plans around the problems identified. I make sure that I correlate the different metrics vs the behaviors when discussing about performance delivery, emphasizing that when we do the right behaviors/actions in our tasks, they will translate to good performance.

I attend Business reviews, weekly and monthly meetings, discussing the KPIs, the actual numbers versus the goals, what's working and what's not working, and the commitment moving forward.

All these productive years made my skills and abilities on people management more effective and efficient when managing a team, ensuring everyone is fully equipped on how they can perform their tasks, closing any knowledge gaps, making them fully committed to performance delivery everyday.

WORK EXPERIENCE

Feb 2022 - Present

SUPERVISOR - Domino's Pizza

Agents Only Company (OnlineWork)

My role involves managing 17 agents under my team. I do daily mentoring sessions and conduct/join weekly meetings on performance review. I make sure agents are providing great customer experience and are very efficient and accurate in every call or when taking the customers' orders.

WORK EXPERIENCE

September 2018 - Present

SUPERVISOR - Libra

Wipro

My role involves managing 19 agents. We are tasked to ensure accuracy when reviewing Social Media Ads. I make sure agents are consistently referring to the Policies when reviewing Ads to ensure tagging accuracy.

December 2017 - June 2018

ASSISTANT CENTER MANAGER

Teleperformance (Telstra Account)

My role involved managing 13 supervisors. I did daily meetings, discussing each team's performance versus the goal, what's working and what's not working, and getting the supervisor's action plan and commitment right after. I joined weekly business reviews with the Clients and the Managers, discussing the weekly and monthly site performance, identifying the outlier teams, discussing the outcome of Root Cause Analysis, and providing the action plans/commitment.

September 11, 2012 - December 2017

SUPERVISOR

Teleperformance (Telstra Account)

My role involved managing 20 agents. I made sure the team provides great technical support to our customers by accurately following the troubleshooting steps for internet/telephone issues and QA guidelines all throughout the call. I ensure coaching and follow up happen as well.

October 18, 2011 - August 2012

TECHNICAL SUPPORT REPRESENTATIVE

Stream Global Services (Intuit Account)

My role involved assisting callers/accountants troubleshooting their payroll platform issues.

April 2011 - October 2011

TECHNICAL SUPPORT REPRESENTATIVE

Sykes (PALM Account)

My role involved assisting customers with their mobile phone issues.