

ABEGAILE S. SAN JOSE

#57 Urbina Street, Purok Villaflor, Brgy. Saysain, Bagac, Bataan
gailsanjose@yahoo.com.ph
+63916-334-0750



PERSONAL PROFILE

I have ten years of experience working in the BPO industry, three years as an agent, and seven years as a Team Lead Supervisor handling sales and collection accounts. I am proficient in the collaboration and delegation of duties. I also have strong organizational and problem-solving skills, multitasking abilities, and time management.

I have a son who serves as my motivation to achieve all my long-term life, and career goals while being of service to others.

PROFESSIONAL SKILLS

- Leadership
- Microsoft office skill
- Customer Service
- Analytical
- File Management
- Inbox Management
- Calendar Management
- Coaching

PERSONAL SKILLS

- Detail oriented
- Excellent problem solver
- Strong communication and interpersonal skills
- Fast learner
- Team player
- Hard working
- Motivated and dedicated
- Time management
- Photo editing
- Layout design

EDUCATION HISTORY

B.S in Religious Education
Lumen Christi Catechetical Center, Stella Maris College
Cubao, Quezon City (SY 2006-2008) Philippines

Saysain High School
Saysain, Bagac, Bataan
Graduated with Honor

WORK EXPERIENCE:

FREELANCE

TECHNICAL PHONE SUPPORT

ShockWare, Internet Provider
Alberta, Canada (September 13, 2021 - October 30, 2021)

- Handling and managing customer's accounts through emails, outbound, and inbound phone calls
- Receives and responds to inquiries providing timely, accurate, and helpful advice and information
- Appointment setting through calendar management with technicians and customers
- Internet testing and basic troubleshooting

ASSISTANT MANAGER/TEAM LEAD SUPERVISOR

COLLECTIONS ASSISTANT MANAGER

Citi Collections, Genpact Philippines
3rd floor Vista Mall Bldg. Brgy. Cupang, Balanga City, Bataan (June 24, 2020- September 30, 2021)

Crescent Bank and Trust, Genpact Philippines)
3rd floor Vista Mall Bldg. Brgy. Cupang, Balanga City, Bataan (November 27, 2017- June 23, 2020)

- Managing staffing levels to balance workflow and meet demand – addressing time & attendance issues to ensure schedule adherence – and maintaining administrative details of employment: such as payroll, appraisals & disciplinary actions.
 - Provides observation, performance report, data analysis and feedback to clients.
 - Using problem-solving skills to handle difficult or irate clients and to resolve conflicts.
 - People management skills –daily coaching(root cause analysis) - mentoring - and technical assistance.
- Lead day-to-day operations and foster a positive & open work environment.
- Call monitoring against defined criteria for quality & efficiency - delivery of feedback to Agents and associated coaching to address performance gaps.

SALES TEAM LEAD SUPERVISOR

AFFINION Account, The Results Companies.
1880 Bldg. Eastwood, Libis, Quezon City (May 1, 2013 – May 24, 2015)

- Providing guidance to Agents (communication & reinforcement of company policies, rules & procedures)
- Providing performance feedback and fostering a greater sense of workplace belonging for employees.
- Lead by example, strengthening relationships within the team and co teams
- Maintains team productivity level by ensuring defined individual sales targets are met measured by KPIs for each agent.
- Develops and maintains a good understanding of the services provided by the business through training.

ACCOUNT MANAGER

BUSINESS TO BUSINESS SALES, BRANDERS.COM INC
30/F union Bank Plaza Meralco Ave. & Onyx Road, Ortigas Center, Pasig City, 1605 Philippines (March 5, 2012 – February 16, 2013)

- Online selling of different promotional items and providing product information, sample requests, and pricing to customers
- Handling and managing customer's accounts for business to business deals through emails and phone calls
- Giving 100% customer satisfaction in terms of handling and tracking customer's order from the time they purchase an item until everything was shipped and delivered
- Negotiating with and contacting vendors or suppliers to get a better deal in terms of pricing, product quality, and item imprint in production

KEY ACCOMPLISHMENTS

AS A TEAM LEADER:

- Consistently being the TOP TEAM weekly and monthly
- Earned recognition and points as the TOP TEAM in terms of sales/collections and KPI metrics
- Developed the skills of being a leader and as a front liner
- Was able to train a team SME and be promoted as a Supervisor
- Lean Digital Trained (September 2018)
- Green Belt Trained and Tested (August 2019)

SALES RESULTS:

- Achieved thousands of dollars for individual sales in a month for outperforming tenured sales agents within the team
- Gained recognitions from agents, Account MANAGERS, Site Director and CLIENT

APPRENTICE/SUBJECT MATTER EXPERT:

Second-in-command in the absence of the Team Lead

- Doing call monitoring, call calibration, and call evaluation
- Coaching and giving feedbacks with co-agents
- Rallying the team with any updates and policies
- Monitoring an assigned/specified focus agent
- Floor support

AS AN AGENT:

- Consistently belong to the monthly Performers
- Earned recognition as one of the Top Agents in terms of sales and negotiation
- Quota-surpassing sales rep with a history of exceeding individual monthly expectations.
- Persuasive communicator; use consultative selling skills to identify opportunities, overcome objections, build rapport and trust and turn cold canvassing into sales
- Tenacious negotiator and closer, adept in conveying the benefits of products/services and generating customer interest
- Quickly learn, master, and sell new product offerings.

CUSTOMER SALES REPRESENTATIVE

INBOUND SALES AGENT

AFFINION Account, APAC Customer Services Inc.
Cubao, Quezon City, Philippines (May 2011-February 2012)

- Promoting brands while offering and upselling additional programs and services
- Strengthening relationships with the customers and converting inquiries to sale
- Provide information about customers benefits and savings
- Maintains team productivity level by ensuring defined individual sales targets are met measured by KPIs.
- Receives and responds to telephone inquiries providing timely, accurate, and helpful advice and information
- Develops and maintains a good understanding of the services provided by the business through training

HOTEL RESERVATIONS AGENT

Travel and Hospitality Account, AEGIS People Support Inc.
Makati City, Philippines (March 27, 2009 – March 2011)

- Answer and provide information to guests' inquiries accurately and efficiently
- Assist guests in their hotel reservations and provide alternative solutions appropriately and problem-solving
- Convert inquiries to sales and offer additional assistance
- Modify or cancel a hotel reservation
- Maintain positive and high-class customer service

TRAINING AND PROFESSIONAL DEVELOPMENT:

VIRTUAL ASSISTANT TRAINING COURSES:

BASIC BOOKKEEPING
DATA ENTRY SKILLS
SOCIAL MEDIA MANAGEMENT BASICS
LEAD GENERATION
FACEBOOK ADVERTISEMENTS 101
SCHEDULING APPOINTMENTS
ASANA BASICS and ADVANCE ASANA
MAGIC, INC, April 2022

EXECUTIVE ASSISTANT TRAINING

Obtain career advancement through the use of administrative, clerical, and managerial skills for mutual growth and success. Enhance skills in calendar management, inbox management, travel management, use of CRM (Asana), email drafting, and RESEARCH with voice delegation from the client.
Athena, August 16, 2021- August 27, 2021

LEAN DIGITAL TRAINED

To generate growth, cost efficiency, and business agility, September 2018

GREEN BELT TRAINED AND TESTED

Advance Elements of Lean Six Sigma Methodology
Project Management, analyzing and solving quality and process problems, August 2019

THE INDEPENDENT LEADER TRAINING

"To operate with the belief that leadership emerges out of individual expertise and heroic action
A collective activity to the benefit of the organization as a whole "June 2018

MANAGING UNCONSCIOUS BIAS

Aim to manage the perception of bias, bring different data and people together, July 2019

COACHING PROCESS

Aim to strategically guide Associates to improved performance and to identify the root cause of all coaching session
Kathleen Estabillo, Program Manager
October 2013, The Results Companies, 1880 Bldg. Eastwood, Libis Quezon City

LEADERSHIP TRAINING (MTB5)

Mastering the 5 most important leadership factors that define our success in Call centers
Lead Trainer, December 2013, The Results Companies, 1880 Bldg. Eastwood, Libis Quezon City

PERSONAL DATA

Nickname: Gaile
Civil Status: Common Law
Age: 33 years old
Nationality: Filipino
Birth Date: March 13, 1989
Birth Place: Saysain, Bagac, Bataan

PEER COACHING: COACHING AND LEADERSHIP WORKSHOP

Aim to provide participants with communication and training techniques for continuously improving the skills and knowledge of their assigned agents and to become effective coaches.

Ms. Bella Garcia Paloma, Team Lead Trainer

October 25-26, 2010 AEGIS People Support Inc., Makati City, Philippines

INITIAL QUALITY ASSURANCE TRAINING

Focusing on the brand of call quality, cover the tools in place for managing and ensuring that the teams deliver

A brief discussion of the responsibilities of QA and their policies and procedures will provide participants understanding of how they should work alongside their QA counterparts.

Arnold Constantino, QA Analyst - October 2010 AEGIS People Support Inc., Makati City

DEVELOPING LASTING PERSONAL EFFECTIVENESS

A fundamental and inspiring 6-hour workshop delivers the foundational concepts, principles, attitudes, and skills.

Nadia Carlos, Lead Trainer

November 2010 AEGIS People Support Inc., Makati City, Philippines

INFLUENCING PERFORMANCE THROUGH EFFECTIVE COACHING

A powerful and engaging 6-hour workshop that challenges participants to augment the current means by which learning is conducted through a more effective way of facilitating coaching & mentoring sessions.

Focuses on foundational qualities and skills that produce an effective coach and/or mentor

Nadia Carlos, Lead Trainer- November 2010 AEGIS People Support Inc., Makati City, Philippines

CUSTOMER FOCUS IN ACTION (CFIA)

A three-part program focuses on enhancing an effective outlook towards providing service, as well as acquiring and practicing the hard skills needed in managing one's given tasks and responsibilities.

Module 1: You and Customer Service

Module 2: Meeting and Exceeding Expectations

Nadia Carlos, Lead Trainer-November 2010 AEGIS People Support Inc., Makati City, Philippines

SUPERVISOR 101

An orientation to the role of a Team Lead aside from coaching:

Preparation (Meeting Agenda, Headcount, Aux exception requests, scheduling activities)

Data Gathering & Monitoring (Different Means, Documentation)

Admin (Emails and Disputes)

January 2011, AEGIS People Support Inc., Makati City, Philippines

WORKFORCE MANAGEMENT

A supervisor's scope of responsibility involves day-to-day monitoring.

Designed to equip the Apprentice to generate and analyze reports in CMS & IEX and leads to long-term service level & performance management towards the achievement of established KPI targets.

January 2011, AEGIS People Support Inc., Makati City, Philippines

LEADERSHIP TRAINING SEMINARS

June 24-25, 2006/July 23-24, 2007&2008

LCCC, Stella Maris College

LEAGUE OF EXTRAORDINARY AND ADMIRABLE FILIPINOS – LEAP SEMINAR

March 3-4, 2007/February 2-3, 2008

LCCC, Stella Maris College

MULTIPLE INTELLIGENCES

October 2009, LCCC Stella Maris College

I hereby certify that all information given above is correct and true, and I fully understand that any misrepresentation or falsification of pertinent information shall be a sufficient reason for the refusal of employment by the company.

ABEGAILE SALUT SAN JOSE