

MARY GRAZCELIZ ROCE P. ENCOMIENDA

386 Unit I Jonathan St Annex 41, Sun Valley, Parañaque City, 1700

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graceencomienda@yahoo.com.ph

- Excellent interpersonal and communication skills. Big picture focus with excellence in communicating goals and vision to succeed. Problem solver, networker, and consensus builder.
- Knowledgeable in KPI analysis, implementation and corrective planning. Engaging and motivational supervisor skilled at training, coaching and developing high-performing employees.

WORK HISTORY:

Team Leader

November 2021 - Present

Enshored Philippines

Ortigas, Mandaluyong City

- Established open and professional relationships with team members which helped resolve issues and conflicts quickly.
- Demonstrated knowledge of company mission and goals and mentored employees in reaching objectives aligned with company core values.
- Coached team members, providing feedback and encouragement toward reaching their goals.

Team Manager

September 2019 - November 2021

Conduent Business Services Phils.

Pasay City, 1300

- Mentored and guided employees to foster proper completion of assigned duties.

- Led team of 23 members while providing exceptional customer service.
 - Established open and professional relationships with team members which helped resolve issues and conflicts quickly.
 - Demonstrated knowledge of company mission and goals and mentored employees in reaching objectives aligned with company core values.
 - Coached team members in customer service techniques, providing feedback and encouragement toward reaching their goals.
 - Created customer support strategy for team of 23 to increase customer satisfaction.
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QUALITY ANALYST

December 2018 – September 2019

Conduent Business Services Phils.

Pasay City, 1300

- Provided regular updates to team leadership on quality metrics, communicating consistency problems or production deficiencies with quality and production leadership.
 - Collaborated with management to provide training on improved processes and assist with creation and maintenance of quality training.
 - Developed and maintained quality assurance procedure documentation.
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- Partnered with management to create, develop and implement quality initiatives, resulting in Customer Satisfaction.

CUSTOMER CARE ASSOCIATE

March 2015 – December 2018

Conduent Business Services Phils.

Pasay City, 1300

- Fielded inquiries via email and chat to offer immediate assistance with customers' needs.
- Helped customers through stressful times by giving expert help and building customized solutions for unique requirements.

- Provided primary customer support to internal and external customers in fast-paced environment.
 - Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
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- Offered advice and assistance to customers, paying attention to special needs or wants.

TRANSACTION PROCESSOR

March 2012 – April 2014

Xerox Business Services

Makati City, 1226

- Received, edit and processed information in clients database in result in getting a 100% quality of forms.

EDUCATIONAL BACKGROUND:

Bachelor of Science in Tourism Management

PATTS College of Aeronautics

Batch 2014

SKILLS:

- Proficient in Oral and Written Communication
- Computer Literate (Microsoft Office-Application: MS Word, MS PowerPoint, MS Outlook and MS Excel)

ACHIEVEMENTS:

- Certificate of Achievement in recognition of efforts and contribution in FY19Q2.
- Certificate of Achievement for being a top team manager for FY21P01, FY21P03.
- Onyx Agility Award for being a Top Team Manager for FY21P04.