

Curriculum Vitae

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PROFESSIONAL EXPERIENCE

Quality Assurance Manager Manulife Business Process Services

Mactan Newtown Lapu-Lapu

May 2022 - Present

- Handles the Quality Assurance Business Unit of John Hancock Contact Centre (Offshore)
- Review, collect, and summarize business reports
- Assist in conducting a regular needs analysis for personal and professional development of the direct reports
- Identify opportunities for process improvement recommendations
- Create and execute action plans for employee engagement
- Facilitate meetings to disseminate announcements, discuss policies and calibrate processes
- Help the team in coordinating resources, monitor team activities, preparing reports and monthly meetings
- Conduct hiring interviews and pool selection

Team Lead - Affinity Health and Dental (Cebu)

Manulife Business Process Services

Mactan Newtown Lapu-Lapu

April 2020 - May 2022

- Lead a team of Customer Service Professionals towards achievement of daily, weekly, monthly operational goals
- Manage day-to-day operations to ensure that SLA and Team KPI's are met
- Regularly coach team members with their opportunities in the job
- Support team members in achieving their individual career goals and aspirations
- Assist in conducting a regular training needs analysis for personal and professional development of team members
- identify opportunities for process improvement and provide recommendations
- Facilitate meetings to align team members on the latest process updates and company policies
- Handle case escalations on a timely manner
- Collaborate with HR about any payroll and disciplinary measure concerns
- Assist in workforce management duties such as schedule and leave management
- Review, collect, and summarize quality control and business reports

Team Manager - DART (Dynamic Andon Response Tool) - Escalations Team

Amazon Operation Services Philippines, Inc.

Cebu Business Park

November 2018 - February 2020

- Leading and developing a team of 20-30 associates; responsible for the overall performance management, coordination, and evaluation of the team
- Develop and Achieve performance goals and objectives in line with the network wide vision and goals

- Carrying out supervisory responsibilities in **Dynamic Andon Response Tool** accordance with Amazon's policies and procedures; additional responsibilities include interviewing, training, planning, and assigning work, reviewing employee performance, and conflict resolution
- Mentoring to new managers and as well as employees with high growth potential
- Communicating policies to associates as the primary information source for staff
- Ensure compliance and consistency, corrective action, and documentation
- Develop and Achieve performance goals and objectives in line with the network wide vision and goals
- Carrying out supervisory responsibilities in accordance with Amazon's policies and procedures; additional responsibilities include interviewing, training, planning, and assigning work, reviewing employee performance, and conflict resolution
- Advanced Career Development Plan of the

Internal Transfers--

- ❖ **Team Manager NACS (North America Customer Service) November 2018 - March 2019**
- ❖ **Team Manager CACS (Canada Customer Service) April 2019 - August 2019**
- ❖ **Team Manger DART (Dynamic Andon Response Tool) September 2019 - February 2020**

➤ *Special tasks*

- POC for Workflow Cluster Concerns
- All Vacation Leave plotting for CSAs, TMs, RS
- Handling 5 Account Floor Supports
- RNR (Rewards and Recognition) Core Team Member

Team Leader - Facebook

Wipro Limited, Cebu Business Park

June 2018 - October 2018

- Lead a team of 10-15 Call Center Agents to do back-office task
- Motivating associates through effective management, career development and implementation of reporting mechanisms
- One on One Relationship management
- Analysis of reports including process dashboards and team performance reports.

Service Desk Manager

ATOS Information Technology (former Xerox Company), Asiatown IT Park

April 2013 - December 2017 (Marriott and Aetna Account)

- Account PO from April 2017 to December 2017 (POC On-Site Manager)
- Monitored leader's performance in team attendance, punctuality, behavior, and productivity
- Provided coaching and feedback to leaders whose team violated any of the company's policies and made sure that proper sanctions have been served to violated employees.
- Performed real time floor support which included system issues, escalations, and product specific updates.

Special tasks

- Performed workforce tasks such as Account scheduling and monitored Account SLA
- Account Bonus validations which include financial agreement with the Client
- Training agents on product specifics and company policies, leave validations and tasks required or requested by the client - Up-Trainings
- Coordinated with Facilities Team for any damages reported on the floor and request for Operations Supplies
- **Created and authorized the Site Agent Stack Rank Report to be submitted ever 1st week of the month**

- Attend Managerial Client Meetings

Team Leader

Teletech, Banilad Mandaue City

October 2010 - April 2013 (Barnes and Noble Account)

May 2006 - November 2009 (AT&T Account)

- Handled Digital Voice, Digital Email and Digital Chat account.
- Handled maximum of 30 agents
- Monitored team's performance, coaching sessions, and meetings
- Performed real time floor support which included system issues, escalations, and product specific updates.
- Contributed ideas to motivate employees that would take place within and after office hours.
- Made sure that any damages inside the floor will be reported to the specific department for repairs and maintenance.
- Selected as 'Outstanding Team for the month of May 2008'
- Selected as 'Outstanding Team for the month of July 2008'
- Selected as 'Outstanding Team Lead for 2nd Quarter in the year 2008'
- Selected as 'Outstanding Team Lead for 3rd Quarter in the year 2008'
- Selected as 'Most Improved Team 2nd Quarter in the year 2009'

SEMINARS & CERTIFICATES

- **COPC - High Performance Management Techniques (HPMT) Certified - with honors**
- Quality Management for Operational Excellence Certified
- ITIL (Information Technology Infrastructure Library) Certified on Specifics
- Facilitator for Classroom Trained Class Certified
- Information Security Awareness Certified
- Endorsed Counsel/Mentor Awardee
- Call Center Fundamentals (CCF) Certified
- Team Lead 101 Certified
- Supervisor Adaptive Coaching Certified
- Supervisor Positive Reinforcement Training Certified
- Management Training Certified
- Management Training V2 Certified
- Excellence in the Workplace Certified
- Diversity Planning Certified
- Conflict Management Certified
- Leading in a Towards Culture Certified

EDUCATION

- **University of San Carlos, Talamban Cebu City Philippines**
Bachelor of Science - Major in Electronics and Communications Engineering (BSECE)
June 1999 - October 2004
Graduated
- **Saint Theresa's College, General Maxilom Avenue**
Preparatory, Primary and Secondary Level
June 1988 - March 1995
Graduated

REFERENCES

- **Rush Alipante** (Manulife Operations Manager) - 0949 991 7823
- **Jefferson Domingo** (Manulife Operations Manager) - 0916 312 8664

- **Jonathan Aro (Manulife Quality Assurance Lead) - 0998 551 1324**