

Japet S. Ayroso

CONTACT

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Address
B7 L21 Bajenting Apartment, Aguho St., Awhag Subd, Brgy 19-B, Davao City, 8000

Birthdate
August 28, 1988

ADDITIONAL SKILLS

- Proficient in Microsoft Word, Excel, and PowerPoint
- Coaching and Trainer Development
- Customer Service Skills

CERTIFICATION

- Convergys Leaders as Coaches 1
- Convergys Leaders as Coaches 2
- Training 101 / Training 102
- Program New Hire Certification
- Communication and Culture New Hire Certification
- Strategic Partner Master Trainer

REFERENCES

References available upon request

WORK EXPERIENCE

Concentrix Philippines, Davao City
Training Manager II, May 2021 – Present

- Responsible for selecting, training, developing, and managing performance of training staff; providing prompt and objective coaching and counseling; and coordinating, planning, and assigning work
- Oversee new hire, continuing education, program specific training, and other training as needed by the business
- Ensure successful execution of local training needs including resource planning, measuring program training effectiveness, and managing trainer attrition
- Utilize effective presentation and facilitation skills including creative training techniques and adult/accelerated learning techniques using a variety of training delivery modalities in a classroom environment
- Develop and cultivate partnership with operations, other business units, resource units, and clients
- Responsible for on-going classroom observations of direct reports, providing guidance, mentoring, and support that focuses on performance improvement

Concentrix Philippines, Davao City
Sr Training Supervisor, July 2017 – May 2021

Concentrix Philippines, Makati City, National Capital Region
Trainer, December 2011 – July 2017

Concentrix Philippines, Quezon City, National Capital Region
Technical Support Representative, July 2010 – December 2011

Teleperformance PH, Pasig City, National Capital Region
Technical Support Representative, January 2009 – June 2010

EDUCATIONAL BACKGROUND

University of the Philippines Open University
Undergraduate, Bachelor of Education Studies, January 2023

Bulacan State University, Malolos City
Undergraduate, BS Business Administration, October 2009

University of Luzon, Dagupan City
Undergraduate, BS Accountancy, April 2007

Quezon City Science High Schol, Quezon City, NCR
High School, 2001-2005

Esteban Abada Elementary School, Quezon City, NCR
Elementary, 2001