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PROFILE

I am a highly engaged employee who consistently influences people to drive performance. 18 years of experience made me more skilled in Customer Service, Client Management, ad hoc tasks, Process Management and execution, and Leadership Management. Sustained collaboration in ensuring client satisfaction is met on all-new implementation.

PERSONAL SKILLS

- Results Oriented
- Highly Assertive
- Analytical but Efficient
- Decisive and Bold
- Goal Oriented
- Independent
- Resilient to feedback
- Flexible

PROFESSIONAL SKILLS

- Customer Service
- Process Creation and sustainment
- Project Management
- Reporting and Analysis
- Productivity and Workforce Management
- Operations Management
- Leadership Development
- Client KPI or Quality Delivery
- Attendance and Attrition Management
- Email Organization and Management
- Calendar and Schedule Organization
- Chat and Email Management
- Social Media Management
- Microsoft Excel, PPT / Google Sheets, Docs
- Talent Acquisition and Hiring

CAREER SUMMARY

Operations Manager

Collins Food | August 2023 - February 2024

Clients Handled: KFC

- Schedule Management - Ensures that all staff that are scheduled are placed accordingly to be able to manage the current shift
- Data Management - Export/Import Data for Reporting for Orders and Stock Audits
- Process Improvement - Update/Create Processes that would directly impact the success of employees and clients.
- Quality Management - Maintain Restaurant Compliance Check at all times (This includes Brand Quality to Internal and Local measurements)
- Coaching and Employee Development for Performance Improvement

Client Success Manager

Flow Research Collective | May 2022 - August 2023

Clients Handled: Flow Research Collective

- Client Program Management. Promote excellent relationships between FRC and its clients.
- Schedule Management - Ensure that changes and movements of client schedules are completed within the timeline.
- Data Management - Export/Import Data for Reporting (includes but is not limited to data analysis and Client Dashboard updates)
- Process Improvement - Update/Create Processes that would directly impact the success of employees and clients.
- Operations Support - Backend support for operations from placement and other adhoc.

Operations Manager

PSG Global Solutions | November 2021 - May 2022

Clients Handled: Recruitment / Travel Nursing

Total Capacity: 150 Frontlines 7 Supervisors

- Performance Management. Manage a team of recruiting managers and drive performance by providing the best possible results for clients.
- Team Management. Build Team Managers' and Recruiters' competencies in sourcing and recruiting, specialized by industry/client.
- Employee Development. Provide mentorship and supervision to Team Managers.
- Client Program Management. Promote excellent relationships between PSG and its clients.
 - Ensure successful implementation, continual operation, and growth of accounts by collaborating with different workgroups
 - Assist client managers in maintaining positive client relationships
 - Other duties include reports generation, analysis, and account implementation

Sr. Operations Manager OIC

Concentrix | March 2020 – March 2021

Clients Handled: eBay (handled all Channels Voice Email and Chat)

Total Capacity: 450 Frontlines 8 Managers 45 Supervisors

- Client KPI and Quality Delivery - Extensive experience in managing FCR, CSAT top box and bottom box, NPS, VOC, SALES, Quality Efficiency Requirements, and Churn. Proven strengths in determining success drivers and root cause analysis; establishing review and accountability mechanisms and communication campaigns for all levels of operations.
- Process Management - Streamlined Outlier onboarding mechanism by focusing on closing learner gaps and coaching efficiency and readiness for Team Leaders.
- Client Relations - Adept in strategies to sustain client confidence, especially through productive communication and value creation; skilled in client visits.
- Leadership Development - Proven strengths in coaching and training front-line supervisors and agents on the coaching model, relationship and crisis management, team building, behavior management systems, and work efficiency.

Operations Manager

Concentrix | March 2014 – March 2020

Clients Handled: At&T, Direct TV, IRM (B2B), EBAY

Total Capacity: 250 Frontlines 8 Supervisors

- Project Management
- Playbook/ Process Document Creation and revision (Onsite and WFM).
- Creates Playbook that allows the capacity of Leaders to expand
- Phone Email and Chat Management
- Schedule Client Meetings and Organize Innovation Discussions.
- Create a PPT presentation for the Client's business success planning
- Calendar Management
- Talent Acquisition and Hiring
- Ensures profiling of New Hires is sustained and improved
- Reporting and Analysis
- Exports Data/Reports from Client tools and sends Trends and Analysis.
- Attendance and Attrition Management
- Productivity and Workforce Management

Team Leader / Supervisor

Concentrix | May 2013 – March 2014

Clients Handled: At&T, Direct TV

Total Capacity: 15-20 Frontlines

- Email Organization and Calendar Management
- Coaching and Agent Development for Performance Improvement
- Team Attrition Management
- Analysis and Reporting
- Attendance and Attrition Management

Customer Service Specialist/ Technical Support

Convergys | March 2010 - May 2013

- Inbound and Outbound Calling

Technical Support

Convergys | September 2007 – December 2009

- Inbound and Outbound Calling