

ROSALIE B. DIMAYUGA

#24 13th st. Pacita Complex 1
San Pedro, Laguna
+63 925 515 6397



WORK EXPERIENCE

01 Jul 22 – Present

**MAJOREL PHILIPPINES
ALABANG, MUNTINLUPA
Operations Supervisor**

- **Operations Excellence:** Demonstrated ability to oversee daily operations, optimize workflow, and ensure efficient task execution.
- **Leadership & Development:** Proven track record of managing teams (10-15 employees) through effective hiring, training, evaluation, coaching, and continuous support.
- **Communication & Collaboration:** Adept at building a culture of open communication and fostering collaboration within teams and across departments or stakeholder groups.
- **Strategic Alignment:** Experience collaborating with supervisors and managers to achieve broader organizational goals.

14 Sep 20 – 15 Apr 22

**ACCENTURE PHILS
CUBAO, QUEZON CITY
Service Delivery Ops Specialist**

- **Team Leadership:** Supervise 10-16 customer service agents handling inbound calls for a US-based insurance client. Guide the team to achieve client-specified metrics and deliver excellent customer experiences.
- **Performance Management:** Monitor individual agent performance, identify areas for improvement, and provide tailored coaching and development strategies for growth.
- **Reporting & Analysis:** Generate daily and monthly reports on coaching, attendance, and deliverables. Analyze data to identify trends and improvement opportunities.
- **Account Liaison:** Conduct regular coaching sessions to communicate policy updates and adjustments. Collaborate with clients to ensure alignment with goals and procedures.
- **Motivation & Goal Setting:** Foster a positive team environment and motivate agents to achieve common goals.

28 Jan 13 – 11 Sep 20

**FIRSTSOURCE LIMITED
NORTHGATE, ALABANG
Team Executive**

- **Lead High-Performing Team:** Manage a team of 10-16 customer service agents responsible for US mortgage accounts. Guide and motivate them to achieve client-defined quotas and metrics while maintaining exceptional customer service.
- **Optimize Agent Performance:** Develop and implement strategies to continuously improve agent performance and efficiency. This includes conducting regular coaching sessions, analyzing data to identify areas for improvement, and providing personalized development plans.
- **Foster Collaboration:** Build a collaborative team environment that encourages knowledge sharing and cross-functional support. This may involve facilitating team meetings, promoting open communication, and coordinating with other departments to ensure smooth operations.
- **Drive Results through Data & Reporting:** Monitor key performance indicators (KPIs) and generate comprehensive reports, including coaching logs, timekeeping, and daily deliverables. Utilize data insights to identify trends, optimize processes, and track progress towards goals.
- **Maintain Operational Alignment:** Conduct weekly huddles to ensure team awareness of any policy or account updates. Proactively share relevant information and facilitate discussions to achieve unified understanding and execution.

PERSONAL DATA

Education : Bachelor of Science in Computer Science
AMA Computer University
Makati, Philippines

Date of Birth : 21 Nov 80

Marital Status : Married

Nationality : Filipino

Height : 5'5

Language : Fluent in English and Filipino, spoken and written