**First Name of Application CV No 1647528**

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Administrative support professional experienced in fast-paced, performance driven environment demanding strong organizational, technical and interpersonal skills. Trustworthy, ethical and discreet, committed to continuous improvement. Confident and poised in interactions with individuals at all levels. Demonstrates the ability to motivate staff to maximum productivity. Detail-oriented and resourceful in completing projects; able to multi-task effectively. Capabilities includes:

* Team-building
* Training and Development
* Policy and Procedure Improvement
* Strategic Planning

PROFESSIONAL EXPERIENCE

arvato Bertelsmann., Team Manager

Ground Floor Plaza E Bldg. Northgate Cyberzone, Filinvest City, Alabang, Muntinlupa

Titan Project (Six Sigma Certified Yellow Belt) – September 2014 to March 2016.

* Initiated policies and procedures to enhance team’s performance.
* Manage and coordinate action plans for daily operations.
* Implemented employee recognition program measurably improving staff morale.
* Attending all clients daily and weekly call for updates on account’s performance.
* Providing effective feedback and coaching to the agents.
* Providing coverage on the floor as directed.
* Manage and strengthen Client Relationship.
* Act as the first level of escalations and resolve all people issues within the team through regular feedback, One-to-One sessions & Team Meetings/Calibrations.
* Manage team performance and responsible for the overall development of the team.

WNS Global Solutions Philippines Inc., Assistant Manager for Operations

9th and 10th Floor 1880 Bldg. Eastwood City, Cyberpark, Bagumbayan, Libis, Quezon City

Expedia (Six Sigma Certified Yellow Belt) –February 2014 to September 2014.

* Initiated policies and procedures to enhance team’s performance.
* Manage and coordinate action plans for daily operations.
* Implemented employee recognition program measurably improving staff morale.
* Attending all clients daily and weekly call for updates on account’s performance.
* Providing effective feedback and coaching to the agents.
* Providing coverage on the floor as directed.
* Manage and strengthen Client Relationship.
* Act as the first level of escalations and resolve all people issues within the team through

regular feedback, One-to-One sessions & Team Meetings/Calibrations.

* Manage team performance and responsible for the overall development of the team.

AVIS and BUDGET Group Sales Account (Six Sigma Certified Yellow Belt) – July 2011 to February 2014.

* Initiated policies and procedures to enhance team’s performance.
* Manage and coordinate action plans for daily operations.
* Implemented employee recognition program measurably improving staff morale.
* Attending all clients daily and weekly call for updates on account’s performance.
* Providing effective feedback and coaching to the agents.
* Providing coverage on the floor as directed.
* Manage and strengthen Client Relationship.
* Act as the first level of escalations and resolve all people issues within the team through

regular feedback, One-to-One sessions & Team Meetings/Calibrations.

* Manage team performance and responsible for the overall development of the team.
* Finance and CompenBen POC of the campaign from July 2011 – March 2013
* Team Scorecard designer for the entire campaign from July 2011 – February 2014
* Campaign’s Stack Rank POC for the entire campaign from July 2011 – February 2014

AVON US Account – July 2009 to June 2011.

* Initiated policies and procedures to enhance team’s performance.
* Manage and coordinate action plans for daily operations.
* Implemented employee recognition program measurably improving staff morale.
* Attending all clients daily and weekly call for updates on account’s performance.
* Providing effective feedback and coaching to the agents.
* Providing coverage on the floor as directed.
* Act as the first level of escalations and resolve all people issues within the team through

regular feedback, One-to-One sessions & Team Meetings/Calibrations.

* Manage team performance and responsible for the overall development of the team.
* Finance and CompenBen POC of the campaign from July 2011 – March 2013
* Team Scorecard designer for the entire campaign from July 2011 – February 2014
* Campaign’s Stack Rank POC for the entire campaign from July 2011 – February 2014

Advanced Contact Solutions Inc.,

2229F Allied Bank Bldg., Ayala Avenue, Makati

DirecTV Account

Operations Supervisor – April 2007 to December 200822

* Monitor employee’s performance and service to the customer.
* Manage and coordinated action plans for daily operations.
* To offer guidance and support to help with team quality and daily operations.
* Implement process and systems that will generate higher productivity.
* Attending all clients daily and weekly calls for updates on account’s performance.

Quality Assurance Representative – October 2005 to April 2007

* Monitor employee’s performance and service to the customer.
* Manage and coordinated action plans for daily operations.
* To offer guidance and support to help with operations team.
* Attending daily and weekly calibration sessions for updates on account’s performance.

Customer Service Representative – February 2005 to October 2005

* Handle mainbank calls for the top television programming company.
* Offers assistance on customer queries/concerns on billing, technical, and retention.

EDUCATION

MA Education major Guidance and Counseling

Eastern Visayas State University

Tacloban City, Leyte

2000-2002

Bachelor of Arts in Social Sciences major Psychology

University of the Philippines Tacloban College

Tacloban City, Leyte

Graduated 1998