**Jenny**

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Summary

More than 14 years experience in the BPO industry, specifically in Business Support, Data Management, Collections, Customer Service, Collections and Human Resources Development.

Experience

**Operations Assistant cum Secretary to the General Manager - Elite Way Properties (Real Estate Company in Abu Dhabi)**

October - Present

* Handles incoming/ outgoing calls and email correspondence
* Handles client complaints and queries; Escalate to the General Manager when needed
* Responsible for document management and filing
* Organise marketing activities, such as property ADs posting on Company's Website and Social Media accounts
* Coordinate with Sales Manager, Real Estate Agents and Brokers
* Manage team absences and make sure sufficient manpower is available to cover operations
* Preparing Sales and Rental Agreement for Clients
* Prepare reports at the end of the shift/week, including staff attendance, sales and performance
* Identify staff vacancies and recruit by posting ADs online. Conducts phone interview and initial screening.
* Preparing Offer letter for new recruits and forwarding documents to PRO for Visa processing.
* Coordinate with PRO regarding visa status

**Operations Manager at DRC- Data Research Corp**

March 2014 - August 2016 (2 years 6 months)

* Managed services and support teams with more than 100 agents from projects such as; Contracts and Finance Administration, Collections, Customer Service and Data Management. Most recent projects include Data Mining, New Customer Care, Live Chat, Email and Sales Support, Telemarketing for US and UK based clients, Transcription for Australian based client.
* Direct report includes three Supervisors and nine Team Leaders
* Experienced in Client management and interaction via conference calls, business reviews and visits
* Determines operational strategies by conducting needs assessments, establish productivity and quality standards.
* Leads the process improvement, reviewing and proposing revised policies and procedures for the department.
* Plans and allocates resources to effectively staff and accomplish the work to meet departmental productivity and goals.
* Maintains and improves operations by monitoring employee performance. Evaluates employee performance for annual appraisal.
* Review Call Quality Reports and addresses call quality issues through mentoring and coaching.
* Ensures orientation, certification and training to agents are provided in accordance to the client’s set standard.
* Finalizes BPO/ Call Centre billing and performance reports by collecting, analyzing, and summarizing data and trends.

**Supervisor- Back Office/ Customer Service at DRC- Data Research Corp (formerly DSI- Manila)**

May 2006 - March 2014 (7 years 11 months)

* Oversee 38 agents within Customer Service and 10 agents from the Back Office Department.
* Answer phone calls, emails and live chat inquiries from Customers. Handles escalated customer issues.
* Document customer interactions and input it to Client’s data base
* Communicate and coordinate with other departments for training and refresher courses to improve employee performance.
* Follow-up on Customer’s concern
* Prepares Employee Performance Appraisal Review and makes recommendations on salary packages, benefits and incentive programs.

Other Functions: Human Resources and Development Professional

* Recruited to help expand the company for both data and voice business.
* Conducts back ground check prior to new employee on-boarding
* Conducts Employee Orientation
* Manages leave-of-absence programs and personnel records.
* Develop and facilitate programs to increase team morale and staff retention.
* Conducts exit interviews and off-boarding

**Team Leader- Back Office Support at DSI- Data Search Inc**

May 2002 - May 2006 (4 years 1 month)

* Leads 10 agents from the Back Office support team.
* Process and QC Contracts and Finance Service Request, creates manual invoices, usages and accounts review report.
* Handles Special Projects as requested by the Client

Other Functions: Admin Support

* Inventory and Supplies Requisition
* Petty Cash
* Time Accounting
* Payroll

Education

**University of the Philippines at Los Banos**

* BS Human Ecology, Major in Human and Family Development, 1995 – 2000

Visa Status

**Visit Visa valid until December 22, 2016**