**ADELINA**

[**ADELINA.337464@2freemail.com**](mailto:ADELINA.337464@2freemail.com)

**CAREER GOAL**

A position in the area of **Management**. Past experience covers a wide range of responsibilities as Operations Manager, Supervisor, Admin/HR assistant and Sales Representative.

**EXECUTIVE PROFILE**

Operations Manager with more than 15 years of proven success growing a business, reducing expenses, increasing profits, and providing strategic assistance to other areas within the company to develop a cohesively managed business. Industry experience includes telecommunications, financial services, publications, wireless services, and business services.

**• Understands customer needs • Motivates the team**

**• Communicates effectively • Tracks and measures staff performance**

**• Creates a positive learning environment • Delegates**

**• Maximizes staff utilization • Enforces standards**

**• Infuses pride and organizational values • Management**

**• Understand the organizations financial performance**

**ACHIEVEMENTS**

* Awarded Best OM for Q1 & 3 (2013) and Q1 (2014) , Genpact, Philippines

**WORK EXPERIENCES**

**Service/Admin/HR Coordinator**

**May 3, 2015 – January 15, 2017**

Radclyffe Global Security**,** Barsha Heights, Dubai

**Duties and Responsibilities:**

* Log all incoming service calls
* Follow up with Service Clients ( booking/updates , etc )
* Provide updates to clients on service calls
* Provide internal reports on service calls lists
* Maintain Service Files
* Ensure client KPIs are met
* Ensure Preventive Maintenance Visits are completed as per contract
* Pass relevant information to pre-sales quotations (directly generate in the future)
* Follow up with client on sales quotations
* Liaise with Accounts for billing purposes ( PPM report & Chargeable Log sheets )
* Administer and check engineer time sheets
* Answer the phone and take messages as required
* Keep accurate records for staff Visa and Emirates ID
* Keep HR files current for individuals to include: Holiday, Flights, Time Sheets, Sickness, etc.

**Manager for Operations**

**Sept. 4, 2014-April 16, 2015**

General Neon LLC**,** Al Quoz 3 Dubai

**Operations, Admin and HR Duties and Responsibilities:**

* Ensures that the machinery and equipment used have the ability to produce goods and services for the client at an acceptable standard.
* Provide administrative support to ensure smooth hiring procedure and well organized transition of employment.
* Conducts interview and participate in the selection process of the ideal candidate for vacancies in the office.
* Prepares business correspondence, forms, and communicate with business associates.
* Provide assistance in safeguarding employee and company confidential files.
* Manage and administer confidential employee paperwork and benefits.
* Monitors employee leaves, process leave application and arrange flight schedule.
* Assist in processing documents such as employment visa, medical insurance, Emirates ID, etc.
* Verify declared overtime and confirm approval from Production Manager
* Deals with suppliers and negotiate for the best price on required materials of Production team.
* Interact with the employees, prepare reports on the current condition of logistics, and decide on the next course of action.
* Ensures that quality equipment’s are procured within the budget.
* Formulate suggestions on how to make an optimum use of the resources of the organization.
* Coordinated on production with regard to driver's availability
* Listened to employees grievances and act on their problem
* Evaluate employees on their performance.
* Prepared Offer letters to prospective applicants
* Conducted new hire orientation.
* Responsible for maintaining the stocks of stationaries in the office/office supplies like bond paper, pen, etc.
* Ensure that all office equipment is working, if not, I make a report and act on it.
* Coordinated with accounting for the necessary amount needed.
* Follow up on collections from our client
* Act as a Secretary to the Director.

**Operations Manager**

**August 2011- March 2014**

Genpact Services LLC Philippines

**Duties and Responsibilities:**

* Overall responsibility for operations’ performance (Service Levels, sales, etc.), productivity and quality during assigned shift or account.
* Ensure all accounts meet or exceed agreed standards and targets.
* Conducted daily operational shift meetings with direct reports and other key personnel as required.
* Handover outstanding action items and issues of importance to next shift Operations Manager as applicable.
* Organized and prioritized resources based on changing call volumes while considering strategic importance of accounts.
* Coached and developed Front Line Managers. Recommend training as appropriate. Provide regular verbal feedback on performance and conduct formal written appraisals twice a year.
* Be involved in hiring of all operational staff and recommend promotions and salary increases as required. Ensure new staff are interviewed and screened by Front Line Managers.
* Ensure all company rules and guidelines are followed during assigned shift. Complete disciplinary action forms as required for direct reports. Ensure Front Line Managers do the same for their direct reports.
* Communicated important issues to co-workers and superiors in a timely manner and ensure subordinates are regularly updated on company news and announcements.
* Be involved in a trouble shooting and analyzing operational, quality and systems problems.
* Recommended operational improvements to colleagues and superiors.
* Double-checked and audited internal and external operational reports and ensure reports are released on time.
* Managed attrition levels, retention efforts, and absenteeism levels for the department as well as ensures proper staffing levels through FTE forecasting and recruiting resource allocation partnered with Human Resource Team.
* Planned for upcoming organizational needs and implement strategies in a proactive manner.
* Demonstrated project and change management skills. Develops staff on project and process management, business models, and results measurements.
* Participated in daily/weekly and monthly client meetings, addresses key performance concerns, and follows-up on vendor action plans to drive performance.

**Assistant Manager- ( Collections Portfolio )**

**May 2008- July 2011**

Genpact Services LLC Philippines

**Duties and Responsibilities:**

* Managed a multi-product blended collections department specifically Early stage in collections portfolio. Responsible for forecasting and meeting targeted delinquency and loss objectives, call strategy development, analyzing performance results and trends, development of front line leaders and staff.
* Developing goals and planning resources to meet them, ensuring corporate policies are adhered to
* Determine appropriate staffing levels and implement strategies to ensure the efficient operation of the department.
* Collating statistical data, ensure adequate work coverage, provide feedback on staff and operations and assume other supervisory duties (such as coordinating work assignments, reviewing the work of junior staff, etc.).
* Act as a Dialer Coordinator – Create, Sort, Document and audit and continuously improve program dialer strategies and other Lines of business thru managing using sound comparative analysis processes. Dialer strategy includes file segmentation; call table prioritization and campaign attributes; using the following systems: - E-Pro Director, Data views.
* Communicate program results on a regular basis throughout the organization, and to clients through informal contacts and formal monthly/quarterly business reviews
* Work with Team to analyze daily results, make recommendations to client on program enhancements, changes in direction and adjunct service offerings
* Develop strong working relationships with all client contacts, and perform touch-base calls with client as a measure toward superior client satisfaction.
* Act as Liaison Coordinator with the Clients – Collaborates with the internal business partners and clients to ensure understanding and alignment on client and process goals; Responsible for establishing, maintaining and growing client relationships, managing and directing overall program performance and for meeting or exceeding the process or Line of business metrics and goals.

**Team Supervisor for Operations - ( Sales Portfolio )**

**January 2007- February 2008**

One World Connections, INC- Ortigas Pasig City Philippines

**Team Supervisor for Operations - ( Sales Portfolio )**

**March 2006- December 2006**

Winsource Solutions - Mandaluyong City Philippines

**Team Supervisor for Operations - ( Sales Portfolio )**

**September 2004— February 2006**

**SVI Connect Philippines**

**Duties and Responsibilities:**

* Supervises and coordinates activities of contact center agents by performing the following duties:
* Executes production floor supervision, campaign management, and monitoring duties as required to meet hour and program objectives for a group of 10-15 agents.
* Responsible for the output of my team.
* Performs or assists subordinates in performing duties, provides development and on-going training to agents.
* Coaches agents to top performance.
* Responsible for the continuing improvement of all agents and co-team leaders assigned to him/her.
* Fairly and consistently enforces all company policies and procedures.
* Counsels agents when necessary, administers discipline.
* Assigns duties and examines work for exactness, neatness, and conformance to policies and procedures.
* Maintains enthusiasm and harmony among agents and fellow team leaders and resolves grievances, enhancing retention of productive agents.
* Studies composite reports of agent’s performance for areas of excellence, and makes recommendations for improvement; provides clear and useful feedback to agents and upper management.
* Supervisory and Coaching Responsibilities
* Supervises a team of agents and is responsible for the overall direction, coordination, education and evaluation, of these subordinates. Carries out supervisory responsibilities in accordance with the organization’s policies and procedures.

**Senior Call Center Agent- ( Sales Portfolio )**

**February 20, 2001— August 31, 2004**

**SVI Connect**

**Ortigas Pasig, Philippines**

* Responsible for sales output in accordance with client’s requirements.
* Handles telemarketing calls catering U.S. based customers.
* Responsible for gathering statistical report for the team.
* Act as assistant team leader if necessary

**HR Assistant**

**May 2000— February 19, 2001**

**Family First INC**

**Makati City Philippines**

**Duties and Responsibilities:**

* Administered Psychological tests as part of preliminary recruitment process
* Prepared recruitment report as basis in forecasting manpower resources.
* Interviewed applicants for initial and final screening
* Handled 201 file of all employees

**EDUCATIONAL BACKGROUND**

**Bachelor of Science in Industrial Psychology 2000**

Polytechnic University of the Philippines

Sta. Mesa Manila, Philippines

**PRESENTATIONS AND PUBLIC APPEARANCES**

* 7 Habits for Highly Effective People Signature Program GENPACT, Philippines, Oct 2011
* Training on LEAN Methodology, GENPACT, Philippines, Jul 2009
* GREEN Belt Six Sigma Training, GENPACT, Wachovia Site, Philippines, October 2008
* Effective Presentation Skills, GENPACT, GENPACT, Philippines, August 2011
* Bootcamp Leadership, GENPACT, GENPACT , Philippines, November 2010
* Effective Presentation Skills GENPACT, GENPACT, Philippines, August 2011
* Bootcamp Leadership GENPACT, GENPACT, Philippines, November 2011

**SPECIAL SKILLS**

**Computer & IT:**

* Microsoft Office
* MS Word
* MS Excel
* PowerPoint

**Language:**

* English – Fluent
* Tagalog- Fluent

**PROFESSIONAL REFERENCES**

Available upon request