**APRIL

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**CAREER OBJECTIVE**

Determined and hardworking employee seeking for a position in a reputable company to contribute and develop knowledge and expertise. Dedicated to give quality service and excellence for the development of the company.

Interested in fields associated with customer service and operations, public relations, training and development, sales and marketing; though most willing to be assigned and exposed to new and untried line of work.

**BIOGRAPHICAL DATA**

Age : 25

Civil Status : Single

Date of Birth : April 24, 1991

Gender : Female

Nationality : Filipino

Languages Spoken : English and Tagalog

**SKILLS AND STRENGTHS**

* Strong communication skills, both written and verbal
* Excellent in Public Relations
* Proficient in Microsoft Office
* Satisfactory in research, data gathering and/or reports creation
* Ability to multi-task, prioritize, and meet timelines on deliverables
* Self-starter, sense of urgency, works well under pressure and ability to work in high-velocity environment
* Strong attention to detail
* Ability to foster a sense of professionalism and ability to develop relationships
* Highly motivated individual with skills to develop and coach team members to achieve performance expectations
* Ability to lead team in multi-tasking, prioritization, and meeting timelines on deliverables and to mentor, coach and provide direction to a team of employees
* Willingness to travel and work on a flexible schedule

**EMPLOYMENT HISTORY**

**CONVERGYS PHILIPPINES SERVICES INCORPORATED**

Cebu City, Philippines

October 08, 2012 – February 22, 2017

***Served as a Customer Service Representative, Subject Matter Expert, Communication Coach, Product Ready Trainer, Team Lead and Training Supervisor on both retail and sales accounts.***

* Training Supervisor

November 2015 - February 2017

**Account: Retail | Walmart.com**

* Assists with the analysis, scheduling and implementation of all classroom training in support of clientprograms to ensure superior workforce preparation. Responsible for cultivating client anddepartmentalrelationships resulting in reduced cost, continual performance improvement, and increased revenue. Accountable for the overalldirection, coordination, and evaluation of the department.
* Develop a department of well-trained, competent professionals who continuously improve the organization and themselves
* Conduct Train-the-Trainer sessions and quarterly one-on-ones with Trainers
* Coordinate with the Quality Supervisor and Operations on consistency issues
* Create and maintain consultant training schedule
* Cultivate a close working relationship with Training Manager(s), Training department personnel, Operations, and othermanagers, supervisors and consultants
* Coordinate the maintenance and development of training workbooks and other training tools used by the Trainingorganization
* Receives assignments in tasks oriented terms and supervises subordinates to set priorities and complete assignments.
* Coordinates and supervises the daily activities of business or technical support or production team members. Decisions are guided by policies, procedures and business plan; receivesguidance and oversight from manager.
* Drives direct reports to achieve set metrics and business goals thru coaching,mentoring and providing regular feedback.
* Handles escalated issues.
* Communication Coach

March 2015 - November 2015

**Account: Retail Banking | Citibank**

* Responsible for evaluating offshore agents to ensure adherence to communication and language acceptability standards. Also responsible for providing coaching/feedback to offshore agents in order todevelop their communication skills.
* Sample and evaluate language quality and communication skills using the standardized communicationmonitoring form
* Provide feedback to agents through call monitoring system and in-person to assist Team Leaders in development offront-line employees
* Handle remediation sessions for trainees on conditional pass, as well as coaching sessions for agents undergoing transition
* Ensure that agents adhere to the certification process and guide them through the two required levels
* Participate in calibration sessions with Quality and Communication & Culture Training (CCT) leadership staff, company personnel and clients
* Attend meetings with CCT training and coaching leadership team to provide input to curriculum revision
* Capture common errors among agents and recommend huddle sessions for those with languageopportunities
* Achieve departmental productivity requirements (e.g. number of calls monitored per week on schedule, calibration time, etc.)
* Trainer(Near Hire Training, Communication and Culture Training, Product Ready Training)

November 2014 - March 2015

**Account: Retail | Amazon.com**

* Facilitate the training of classes as required
* Apply effective presentation and facilitation skills including creative training techniques and adult/accelerated learningtechniques using a variety of training delivery modalities in a classroom environment
* Present training materials through classroom learning, hands on demonstrations, and supporting activities for technical,customer service, and sales accounts
* Assist in evaluating the performance of associates using tools available such as assessments, playbook observations, etc. tothe Trainer and Training Manager
* Convey timely performance information to the Trainer and Training Manager throughout the training process/cycle
* Responsible for achieving individual training performance metrics
* Support the transition of trainees from training to production environment, ensuring competency levels meet business needs
* Maintain current product knowledge for each account by taking calls, attending team meetings, and side by side observations
* Participate in company and client training sessions as required
* Ensure effective, consistent communication with managers, peers, and other resource groups, including day-to-day informalinteraction with clients.
* Assist and participate in a positive learning culture under the guidance of the Training Manager to include identifying andcommunicating areas for curriculum development/enhancement opportunities
* Responsible for assisting with implementation and administration of recruitment programs
* Receive, screen, and file incoming resumes, background, and reference checks
* Conduct initial screening interviews, telephone interviews, and/or face-to-face interviews with prospective applicants
* Leverage various resources - internet, community organizations, print media, formal/informal networks, colleges, tradeassociations - to directly and indirectly source qualified candidates
* Ensure the maintenance of accurate and concise records and reports concerning all phases of the recruitment process,working within the Applicant Tracking System (ATS) and HRIS tools
* Maintain consistent standards for all applicants and ensure compliance with all local rules and regulations related to hiringand recruiting
* Promote the Company image to candidates and external service providers
* Team Leader

March 2014 – November 2014

**Account: Retail| Amazon.com**

* Responsible for the day-to-day supervision of a group of call center associates. This ensures performance metrics are achieved by providing adequate coaching, motivation and accountability.
* Responsible for work and attendance monitoring in accordance with organization policy and applicable legal requirements
* Effectively coach direct reports on their performance on a regular basis to ensure performance metrics are achieved
* Identify performance related issues, develop an action plan for improvement, implement corrective action, up to and including termination of employment
* Ensure service delivered to our customers meets contractual Key Performance Indicator (‘KPIs’) and financial expectations
* Communicate expectations to employees and provide timely updates
* Provide subject matter expertise in handling escalated customer calls as needed
* Conduct Team Meetings to ensure expedient communication of relevant information and as an open forum for input. Schedule and organize team activities
* Stay current on internal work processes, policies and procedures. Attend required manager development training
* Promote the company values through both behavior and attitude, including being an advocate for team members
* Receives assignments in tasks oriented terms and supervises subordinates to set priorities and complete assignments.
* Coordinates and supervises the daily activities of business or technical support or production team members.
* In charge of handling single and medium-sized line of business.  Decisions are guided by policies, procedures and business plan; receives guidance and oversight from manager.
* Drives direct reports to achieve set metrics and business goals thru coaching, mentoring and providing regular feedback.
* Subject Matter Expert

February 2013 - March 2014

**Account: Retail| Amazon.com**

* Handle escalated issues and customer complaints
* Gather and assess feedbacks to improve servicedelivery.
* Track Sales Performance to meet or exceed targets.
* Attend weekly sales training/team meetings
* Interact with customers to ensure that satisfaction and promotion of products andservices are adequately met.
* Monitor daily sales and performance of staff and send daily reports
* Sample and evaluate end user transactions (telephone calls) for accuracy andconformance to Quality standards.
* Reports results of evaluations to appropriate Quality/Operations stakeholders.
* Achieve departmental productivity requirements.
* Facilitate and/or participate in calibration sessions with Leadershipstaff, company personnel and clients.
* Facilitate remote call monitoring sessions as needed.
* Support management focus on review of key drivers, metrics, and operationalprocesses that drive Balance Scorecard and account
* Customer Service Representative

October 2012 - February 2013

**Account: Retail| Amazon.com**

* Deals directly with customers’ vis-à-vis.
* Handles customer concerns and respond promptly to customer inquiries.
* Obtains and evaluates all relevant information to handle inquiries and complaints.
* Directs requests and unresolved issues to the designated resource.
* Ensures all work is dealt with accurately and followed up as necessary.
* Answer incoming telephone calls from customers inquiring about their product, bills,payments, and services.
* Process customer order and sales, providing and receiving variousinformation.
* Up-selling client products plus handling miscellaneous customer service andgeneral information calls via phone or Internet.

**LANCETA MEDICAL HOSPITAL**

***Staff Nurse***

ZamboangaSibugay, Philippines

April 11, 2011 – September 29, 2012

***Served as a Staff Nurse rotated on different units such as the Emergency Department, Medical Ward, Delivery Unit and Out-patient Department.***

**EDUCATION**

**Bachelor of Science in Nursing**

Universidad de Zamboanga

Zamboanga City, Philippines

*2007 - 2011*

**LICENSURE**

**Registered Nurse**

Professional Regulation Commission

Zamboanga City, Philippines

December 2011

**REFERENCE available upon request.**