

**Arrianne**

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# Professional Summary

Experienced Assistant Manager with a demonstrated history of working in the information technology and services industry. Skilled in Operations Management, Analytical Skills, Customer Relationship Management (CRM), Team Building, Marketing, Sales, Technical Recruiting, User Acceptance Testing and Administrative Skills.

# Skills & Abilities

## Management & ADMINISTRATIVE

* Developed employees -- ensured the continuation of education programs and analyzed data necessary to monitor team efficiency and effectiveness.
* Conduct and administer performance reviews for skill improvement
* Address disciplinary and/or performance problems according to company policy
* Provide statistical and performance feedback/coaching on a regular basis
* Conducting evaluations, checking of employee leaves and benefits, salary adjustment and organizing shifts/schedule on a monthly basis

## Sales & Marketing

* Marketing and sales relevant experience would include monthly meetings for promotion upgrade, gathering feedback, cold calling, monitor upselling for every contact and reviewing successful transactions made per shift.
* Freelance mentor/presenter for a large networking group selling online products (B2B)
* Former project sales consultant for real estate (Filinvest Land Inc.)

## Communication & DIGItal

* Excellent verbal and written communications skills in both English and Filipino
* Strong interpersonal skills including proven competency in negotiation and conflict management.
* Thrives in a collaborative environment
* Able to delegate appropriate tasks without compromising quality
* Experience in using Avaya, Verint and Live Person
* Assigned technical representative in company events for audio and video editing
* Social media savvy and a series buff

## Leadership

* Experienced in a multi-cultural business and environment
* Quick to adapt to changes in policies and procedures
* Manages projects effectively, meets deadlines, plans and arranges activities
* Presented reports to management, shared vital information on areas for improvement and discussed which KPIs are consistently met

# Experience

## Senior assistant manager | bayview technologies iNc. | july 2015 to February 2017

* Managed a pioneer account for online gaming business the last two years operating in UK and eight countries in Asia.
* Planned and organized processes to put on staging phase, fully checked all functions for sign off, sent reports and updates from the obvious to the language critical
* Collaborated with Marketing, Application support and Project Management Team for website improvements and spearheaded performing tests on our services before launch
* Drafted templates, canned responses and procedures for my team

## Shift Supervisor | BAYVIEW TECHNOLOGIES INC. | January 2014 to June 2015

* Extensive experience in handling customer complaints
* Dealt with abusive and fraudulent clients & detected attempts to hack the system we use
* Managed a team of 8-9 agents per shift, handled escalations and resolved customer complaints in a timely, efficient and knowledgeable manner
* Maintained the required number of staff and made sure operations will not be affected even during critical work days

## Customer Support associate | BAYVIEW TECHNOLOGIES INC. | January 2012 to december 2013

* Worked as an associate and shift officer in charge from March 2013 to December of the same year
* Performing verification to guaranteeing unparalleled services -- communicated business issues and direct reports to my supervisor
* Handled escalations and managed key operational issues for a 24/7 account

## Customer Support Representative | ApAC CUstomer services INC. | June 2009 to december 2011

* Handled in-bound calls for medical services under professional accounts for two years in this company.
* Worked as an outsourced Customer Service for an insurance company based in New Jersey, the job requires to check if patients will be covered for their medical services
* Assigned as a Corporate Quality Analyst apprentice by July 2011 and trained to monitor calls, evaluate performance and participate in client monitoring sessions

## Bachelor of science in commerce| April 2009 | university of perpetual help system dalta

**Major: Information Management**

* Educated on how companies work with data and information in a digitalized age
* Developed an understanding of digitalization and knowledge creation in a business context
* Learned how to develop and implement modern information solutions
* Member: Junior People Management of the Philippines – since 2009