JAZEN

**Customer Service and call center professionAL**

DUBAI uae

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| **Professional summary||** |

Versatile, results driven professional with extensive call centre background, focused in Customer Experience, soft skills training and Process Excellence/ Quality. Works hand in hand with Operations and Process/ Quality departments to identify gaps and design tailor-fit solutions. Proven analytic thinking, module development and maverick approach in both content and in training rollouts. Possess a unique ability to influence and inspire others, change behaviour and produce long-lasting desired results whether CX or Sales metrics. Recognized by leadership for driving positive impact in the frontlines, and dramatically improve business’ key metrics.

*Currently looking for Lead (Senior) Training Officer or Training Supervisor post.*

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| **Competencies||key skills** |

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| * Adult Experiential Learning
* Training Delivery
* Transfer of Learning
* Module design & development
* Professionalism & Integrity
* Results-oriented, Highly adaptable,
* Excellent listening and Communication
* Individual & group performance management
* Voice of Customer (VOC) mind-set
* Culture & Diversity
 |  | * Platform Training Skills
* Consultative Selling
* Coaching & Feedback
* MS Excel- proficient
	+ Pivot tables
	+ Vlookup
	+ Charts & Graphs
* RCA
* PPT, Word & Outlook
* Call audit & monitoring
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| **qualifications ||** |
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| BAchelor of Science in Physical Therapy | Fatima Medical Sciences FOundation (Ph) 1999 |
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| High School Diploma | De La Salle Zobel (Ph) 1994 |

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| **work experience ||** |
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| Consultant- Outbound Call Center Trainer |  (June 2018- June 2020) |

Hired direct from Philippines under an annual-renewal contract, I worked hand in hand with Operations in identifying opportunities for both retail-banking front-liners and immediate superiors. *Achievements include:*

* Introduced the 1 week Sales Induction Program for all new hire training batches- Resulted to higher chances of closing sales during their 1st 6 months vs. prior batches.
* 1 month “boot camp” sessions held for low-performing tenured group- Produced up to 25% increase average in sales output- achieving same performance as with mid-performer group
* Improved specific campaigns’ overall productivity by as much as 50%- Reporting system implemented which quickly identifies issues and managed immediately by TL’s.
* Mentored TL’s with the ff:
	+ Performance management& reporting using excel, charts/graphs and visual aid reporting methods
	+ Coaching & feedback as per industry standards, increasing their effectiveness in changing behaviour and improve agent-supervisor relationships.

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| Senior Customer Experience Trainer | EXL Service Philippines (Feb 2009- May 2018) |

Began as an inbound CSR, I was promoted after 8 months to new hire Process Training and after 2 years, transferred to Customer Experience. *Achievements include:*

* Financial Account (Annuities- 80 HC)
	+ Primary resource responsible for exceeding the account’s Quality KPI metrics, zero penalties; Mentor for Process Training internship program, converting 3 applicants to co-trainer/ TL position (2010-2011)
* Emergency Roadside (200 HC)
	+ Recognized as lead trainer and for site’s achievement for top ranking in CSAT vs. 5 onshore sites; Mentor for the CE Training internship program, converting 5 novices to co-trainer positions (2013-2014).
* Healthcare (Provider Services- 100 HC)
	+ Lead trainer contributing to site’s recognition as one of the best in CSAT scores vs. 4 onshore centers; Mentored 3 candidates to full-time co trainer positions (2016-2018)