
Kara Grace Montesclaros

1351 J Ramos St. L Mendoza
Barangay Ibayo-Tipas, Taguig City 1630
(0906) 252-6099
kpmontesclaros@outlook.ph

PROFESSIONAL SUMMARY

Dedicated and driven professional with over 14+ years contact center experience, highly skilled in quality assurance, operational excellence, content development, creating learning programs and initiatives, and leveraging learning solutions to achieve set targets/goals. Demonstrated success in establishing best practices to sustain business demands and initiatives.

EXPERIENCE

Assistant Operations Manager (Operations Lead) ▪ MAY 2022 - PRESENT

R1 RCM Philippines, BGC, Taguig City

- Managing the day-to-day activities of the team. Motivating the team to achieve organizational goals.
- Developing and implementing a timeline to achieve targets. Delegating tasks to team members
- Conducting training of team members to maximize their potential. Empowering team members with skills to improve their confidence, product knowledge, and communication skills.
- Conducting quarterly performance reviews. Contributing to the growth of the company through a successful team. Create a pleasant working environment that inspires the team.
- Proven knowledge in ASA, CSAT, AHT. Results-oriented. Organized & Self-Motivated. People Management.
- Understand and communicate all of the organization's items, activities, processes, and standards to the team

Training Specialist (Process Trainer) ▪ SEPTEMBER 2020 – APRIL 2022

Cognizant Technology Solutions Philippines, Inc., Giga Tower Eastwood

- Create & deliver onboarding training to staff, tenured and new hired associates with the aim of reaching 100% utilization, giving tools access to reach the business' goals and providing a lift in overall partner and customer experience.
- Set & achieve SMART targets for all training projects.
- Work to support the changing needs of the business by maintaining a positive attitude and flexible calendar.
- Communicate key messages through internal forums such as Weekly Sync Meetings, Salesforce Org62, Google Meet, Email and Slack, Zoom and Microsoft Teams, and Cisco Jabber.
- Manages time to adhere to all deadlines and business expectations.
- Other tasks and responsibilities as may be required from management from time to time.

Process Improvement Specialist ▪ SEPTEMBER 2019 - SEPTEMBER 2020

Cognizant Technology Solutions Philippines, Inc., Science Hub Tower 2 McKinley Taguig

- Part of the Quality Associates, who is responsible for auditing backlogs and real time production SLA of the agents, meets and or exceeds daily productivity, attendance and duly reporting to the Process Excellence Manager. One of the POCs that maintain process documents(s) and send the interval productivity report.

Regional Sales Executive ▪ APRIL 2019 - JULY 2019 **Buyerlink**

Services H.V Dela Costa Makati City

- Drive and achieve sales targets by making calls/email or SMS to real estate agents and brokers and offer leads of potential home buyers and sellers in a geographical territory and act as their leg work in tapping the social media market. Maintaining positive relationships to existing and future customers by making sure that their needs are provided and met.

Quality Supervisor/ Customer Experience Supervisor ▪ JANUARY 2017 - JANUARY 2019

Alorica Philippines MJ Plaza Chino Roces Makati City

- Handle a team of Quality Analysts or Customer Experience Associates and ensure that the performance measures are at a desired service level standard.
- Help Operations and Management meet or exceed the quality goals or initiatives by ensuring that the processes are inspected or revisited regularly when needed.
- Performs escalations actions when it occurs within an appropriate timeframe or timeline and keep track internally. Inspects the QA's body of work to ensure accuracy, thoroughness and upholding professionalism.
- Helping achieve required results by focusing on the primary objectives and central responsibilities.
- Being accountable for proper identification of staff and the performance of the QA's by ensuring to provide touch base or one-on-one coaching, create and maintain action plans conducting performance appraisals, and encouraging individual employee participation in decision making.

Quality Analyst (Customer Experience Associate) ▪ JANUARY 2012 - JANUARY 2017 **Alorica**

Philippines Madrigal Business Park Alabang Muntinlupa City

- Monitor live and recorded call quality based on client's customer evaluation procedures. Assist newly onboarded new hired associates during training, in collaboration with the training team. Analyze call flows, identify troubled area for the program. Monitor and analyze agent performance and collaborate with Operations (Team Leads) as well as coach red flag associates.
- Assist newly onboarded new-hire associates during training in collaboration with the training team. Analyzed call flows, identifying troubled areas for the program. Analyze agent performance and collaborate with team leads to coach struggling agents.
- Compiled detailed reports on quality performance in line with client expectations, assisting operations and internal business units with root cause analysis.

Team Manager (Team Leader) ▪ JANUARY 2015 - FEBRUARY 2016

Alorica Philippines Madrigal Business Park Alabang Muntinlupa City

- Review, communicate and coach to daily performance, quality, behavior and attendance standards at the individual and team level. Utilize formal corrective action procedures as required. As well as schedule, prepare and lead the required number of 1:1 coaching and team learning sessions and stand-ups that are interactive, engaging and agent driven based upon developmental needs.

Acting Product Trainer ▪ JUNE 2014 - DECEMBER 2014

Alorica Philippines Madrigal Business Park Alabang Muntinlupa City

- In-charge of training set of associates/ new hires as mandated by the client(s); develop or assess materials that will help employees understand the subjects being taught as well as their needs and judge what will work for them to meet the needs of the organization.
- Communicate to new hires about what is expected out of the training in a given timeline in the simplest and professional way.

Customer Service Representative ▪ JANUARY 2009 - DECEMBER 2011

Alorica Philippines Madrigal Business Park Alabang Muntinlupa City

- Respond to, handle and resolve customer inquiries
- Provide customer with product and service information
- Process orders, forms and applications and identify and escalate customer issues
- Handle customer billing questions
- Initiates required action for response to customer service requests for order changes, including the maintenance of order/ customer information files and communication changes to the appropriate personnel/ departments
- Ensures and provides quality service to external customers

SKILLS

- Usage familiarity such as CRM, Oracle, CSC, S3, ECFR, Service Desk, EIS Timekeeping, AVAYA, VICIdial, Outlook, CITRIX, Oracle, Chime, WebEx, Verint, X-Lite, iBeam, Zoom, Skype, Google Hangouts, Siebel, DART, e-Witness, Ring Central, CenterPoint, Jabber, KB [Knowledge Base], SharePoint, Amazon Chime, Google Doc/Sheets, SLACK, Nintex Promapp, Concierge, CISCO, Trailblazer, Amazon Connect, Vlocity (Volt) and Litmos, Okta.
- Handled different lines of business from Customer Service, Retention, Sales, Technical, Escalations, Collections/ Financial, Email, Chat, Travel Acct, DME (Durable Medical Equipment) Campaign and Lead Generation for Real Estate, Medical Account, and Software/CRM (Salesforce)
- Experience with reporting and system administration functions. Proficiency with Word and Excel – vlookup, pivot tables.
- Good presentation, interpersonal, verbal & written communication and listening skills/ analytical skills.

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- Exceptionally organized with great ability to multitask to meet deadlines for multiple simultaneous projects, reports and work well under pressure with minimal supervision.
 - Ability to lead and motivate others and ability to lead and adapt a diverse, fast paced, rapidly changing workplace.
 - Flexible to spend extra time to complete assigned work.
 - Proficiency with Outlook – email/customer support and consistent communication with clients or customers.
 - Develop useful reports and analyze results to determine corrective action and increase performance.

EDUCATION

Leyte Normal University, Tacloban City, Leyte Bachelor
of Arts & Communication
S.Y. 2005 - 2009