

MARION KARLO D. CASTILLO

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PROFESSIONAL EXPERIENCE

ePerformax Mar 2021 – Mar 2023

Account Specialist

Serve as single point of contact for inbound customer support via phone and chat channel. Address customer concerns with account related concerns such as settings, security, and payments. Assist customers resolve their disputes and claims. Help customers resolve account limitations.

Mentor

Dedicated floor support for both new hires and tenured agents. Serve as subject matter expert to assist agents for complex concerns that require critical thinking. Facilitate mentor efforts during account's transition to Line of Businesses per client requirements.

Performance Analyst

Analyze areas where a team's performance can be maximized in terms of client Key Performance Indicators and Key Performance Metrics. Evaluate call interactions in line with account and client guidelines. Perform outlier reviews for incidental or behavioral occurrences to check for trends from reports published. Facilitate huddles for areas of opportunities observed and provide inputs for action items moving forward. Report to Performance Maximization Supervisor for findings and insights during bi-weekly audits. Provide feedback to teammates who have behavioral alerts to prevent sanctions from progression. Perform ad hoc tasks upon request. Serve as auxiliary support to take in escalated contacts during queue overflow. Perform mentor duties when support queue spikes. Work with partner coach for unified improvement plan for team performance.

Performance Development Coach

Report to the Performance Development Supervisor on the team's overall performance. Ensure the team meets or exceeds the client targets. Evaluate call interactions in line with account and client guidelines. Facilitate huddles to discuss highlights and lowlights for team performance and create action plans for improvement. Provide roll outs to the team for directives coming from management/client. Ensure the team's attendance tags are accurate prior to submission of time report. Conduct coaching sessions as needed for attendance infractions or performance outliers. Perform ad hoc tasks upon request. Work with partner performance analyst for unified improvement plan for team performance.

Accenture Jun 2014 – Dec 2020

IT Customer Service Associate

Serve as single point of contact for IT related requests or incidents. Provide level 1 support for issues such as software, hardware, network, etc. Ensure proper documentation of cases received and their timely resolution in accordance with the service level agreement.

Incident Coordinator

Handle the dedicated hotline for managing directors and their executive assistants. Perform functional escalation and assign cases to level 2 teams for those unresolved at level 1. Conduct real time queue monitoring to ensure that breaks are strategically scheduled to maximize team productivity. Send alerts to stakeholders for high/critical priority cases and engage relevant teams for resolution.

Shift Lead

Provide floor support and serve as point of escalation during the shift. Provide hand-off to the next shift lead for any concerns that need attention. Handle a team and ensure metrics meet or exceed the target. Perform coaching for members who have outliers and provide corrective action when needed. Conduct team huddles as necessary for updates. Report to the team lead on the team's performance. Perform ad hoc tasks upon request.

Team Lead

Report to the manager/client on the team's overall performance. Ensure the team meets or exceeds the service level agreements based on the contract. Provide roll outs to the team for directives coming from management/client. Collaborate with workforce team to strategize staffing based on volume inflow patterns, and check status for attendance, AUX utilization, adherence, etc. Collaborate with Business Excellence team to maintain or improve Operational Maturity. Perform data analytics to transform raw data into meaningful information and derive insights. Provide recommendation to management for performance appraisal. Provide support in preparation for internal and external audits. Perform ad hoc tasks upon request.

Trainer

Train and onboard new hires. Assist the new hires during their roll-on journey from training up to production phase. Send out end of day report to management for progress on training. Conduct huddles for challenges encountered and sharing of best practices. Provide recommendation to management for go or no-go status of new hires based on the new hire learning agreement. Update or create Knowledge Base articles as necessary for top drivers. Ensure the team completes required trainings, such as Information Security, Ethics and Compliance, in a timely manner. Join Train the Trainer (T3) sessions for relevant trainings and cascades lessons learned to the team.

Asset Custodian

Maintain the team's asset inventory. Periodically check if asset health is acceptable, and request for replacement when necessary.

Business Continuity Management Coordinator

Activate the business continuity protocols in the event of service disruption. Engage relevant teams for the timely execution of service restoration. Provide relevant updates to stakeholders as necessary.

Safety Officer

Conduct regular safety inspections. Ensure compliance with health and safety legislation. Ensure the working environment is free of potential hazards. Report to Occupational Safety and Health (OSH) Central and attend monthly Safety Officer meetings.

Floor Marshal

Serve as point of contact for Workplace Services and assist the team for participation in fire/earthquake drills.

Vice President Badminton Club

Assist the President as necessary. Attend community leads meeting and comply with requirements.

CERTIFICATIONS

ITIL V3 Foundation – Pearson VUE

Basic Occupational Safety and Health (BOSH) – Synerquest

Loss Control Management (LCM) – Synerquest

TRAININGS ATTENDED

5S	Design Thinking	Presentation Dynamics
Lean Six Sigma	Agile Foundations	Data Analytics
Automation Essentials		

CLIFTON STRENGTHS

Deliberative	Harmony	Analytical	Responsibility	Restorative
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Interactive Cebu ESL 2012 – 2014

EDUCATION

University of San Carlos North Campus 2003-2007

University of San Carlos Technological Center, BS CompE Digital Systems Design 2007-2012