

# Ayissa Chel Domingo



+639614373522



ayissachel@gmail.com



Naic Cavite, Philippines



<http://linkedin.com/in/ayissa-chel-domingo-1880b51a6>

## Professional Summary

Results-driven professional with 7 years of experience in the BPO Industry. Proven track record of being the best mentor and facilitator. Possesses strong skills, such as communication, leadership, and problem-solving. Dedicated team player with a focus on delivering high-quality work and exceeding expectations. Eager to leverage expertise and drive for the success of the company.

## Work Experience

### Mentor

#### ***Telus International Philippines, February 2022 – March 2024***

- Coordinated with other professionals involved in the mentoring process to ensure seamless support for each participant's journey toward success.
- Developed rapport with mentees' supervisors, enabling a collaborative approach to support mentee growth and development within their workplace context.
- Enhanced mentee performance by providing personalized guidance and support.
- Facilitated huddle sessions, pre and post-shift huddles to provide extensive knowledge about the services.
- Act as a Team Leader OIC through the supervision of the Operations Manager.

### Mentor

#### ***Telus International Morocco, November 2023 – December 2023***

- Supporting new hires during productive practice and existing team members about the product/services offered to Canadian Customers.
- Facilitated huddle sessions, pre and post-shift huddles to provide extensive knowledge about the services.
- Developed rapport with mentees supervisors, enabling a collaborative approach to supporting mentee growth and development within their workplace context.

### CSR/Chat and Email Support Representative

#### ***Telus International Philippines, July 2018 – February 2022***

- Improved customer retention rates with exceptional product knowledge and personalized service recommendations.
- Assisted customers with account set-up, enabling smooth transitions into using the company's products or services.
- Demonstrated empathy and active listening skills, resulting in a higher rate of customer satisfaction and repeat business.
- Handled complex billing issues, ensuring accurate invoicing and prompt resolution of discrepancies.

## Technical Support Specialist

***Alorica Philippines, October 2017 – June 2018***

- Improved customer retention rates with exceptional product knowledge and personalized service recommendations.
- Assisted customers with account set-up, enabling smooth transitions into using the company's products or services.
- Demonstrated empathy and active listening skills, resulting in a higher rate of customer satisfaction and repeat business.
- Handled complex billing issues, ensuring accurate invoicing and prompt resolution of discrepancies.

## HR Coordinator

***Primepower Manpower Services, February 2016 – May 2016***

- Increased compliance with labor laws by conducting regular audits of HR policies and procedures.
- Coordinated employee recognition programs, boosting morale and increasing overall satisfaction levels within the company.
- Reduced recruitment costs by leveraging social media platforms and internal referrals to source candidates.
- Supported diversity initiatives through targeted recruitment efforts and inclusive workplace policies.
- Assisted in payroll processing, ensuring accurate compensation for all employees based on hours worked and applicable deductions.
- Maintained accurate employee records in HRIS systems, enabling efficient data retrieval for reporting purposes.

## Education

### **Bachelor of Arts in Psychology**

Asia Pacific College, July 2019 – July 2023

Academic Distinction Awardee

## Professional

Communication

Adaptability

Effective Leadership

## Technical

Microsoft Office

Canva, Google Slide, PPT

Outlook

## Other Skills

- Care Team Development
- Problem Solving
- Interpersonal Skills
- Goal Settings
- Cross-Cultural Competence
- Customer Service