

JEMER G. GOROZA

Email: jgoroza21@gmail.com

Phone: +63 929 239 3234

San Manuel, Pangasinan

SKILLS:

- An experienced Leader in the BPO and RPO industry with over 10 years experience in both Operations and Training
- Lead teams that support corporate objectives
- Able to build strong relationships with people working towards achievement of both company and client driven metrics

PROFESSIONAL EXPERIENCE:

May 2022 – Aug 2024

PSG Global Solutions

Remote

Senior Team Manager

- Handled Credentialing and Support Specialists under Admin/Compliance Department
- This position is responsible for overseeing day-to-day operations and streamlining internal operations
- Provide comprehensive support for overall operations, acting as a key liaison between PSG and the client

June 2013 – Apr 2022

Concentrix

Quezon City

Team Lead (May 2019 – Apr 2022)

- Handled agents under Provider Services (Healthcare account based in the U.S.)
- This position is responsible for supporting; coaching; developing and supervising employees in a Service Center/Operations environment while demonstrating a variety of coaching styles and techniques. Agent SPAN is 1:18

Process Trainer (Mar 2014 – Apr 2019)

- Handled 3 different accounts, 1 Financial and 2 Healthcare, as Process and Communications Trainer. Responsible for facilitating classes and endorsing new hire agents to the Operations

Outbound Sales Representative (June 2013 – Feb 2014)

- Handled a financial account based in Canada as an Outbound Sales Representative.

2012 – 2013

SPi Global / Inspiro Relia, Inc.

Makati City

Technical Support Representative

- Handled a television and satellite account based in the U.S. as an Inbound Technical Support Representative.

2012

24/7 Customer Philippines Inc.

Makati City

Technical Support Representative

- Handled a telco account based in the U.S. as an Inbound Technical Support Representative.

2010 - 2011

Aegis People Support / TPPH-FCHS, Inc.

Makati City

Customer Service Representative

- Handled a travel account based in the U.S. as an Inbound Customer Service Representative.

EDUCATION:

Saint Louis University

Baguio City

Undergraduate 2005 – 2008

AB Communication

Juan C. Laya National High School

Pangasinan

High School Diploma, Class of 2005