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Dedicated and accomplished professional with a proven track record in leadership, customer service, and virtual assistance. With 5 years of experience in leadership roles, I have honed my ability to inspire and guide teams towards achieving excellence. My 12-year tenure in customer service has equipped me with a deep understanding of client needs and effective communication skills to ensure customer satisfaction. Additionally, my 4 years of experience in virtual assistance demonstrate my proficiency in managing tasks efficiently and providing remote support effectively. I am committed to leveraging my diverse skill set to drive success and exceed expectations in any role.

SKILLS

- Leadership
- Coaching and Mentoring
- Client Facing
- Customer Service
- Customer Experience
- Case Management
- Legal
- Technical Support
- Email
- People Management
- Writing and Editing
- Administrative Support
- Document Preparation
- Relationship Building
- Task Prioritization
- Legal Support
- Virtual Assistant

EXPERIENCE

ABig *(from June 2023 to August 2024)*

Case Manager/Case Builder (Part-time/Freelance)

- Create and manage employee profiles using the Employee Navigator platform.
- Assist clients in selecting appropriate insurance options and accurately inputting insurance details.
- Generate and distribute brochures and relevant documentation to newly insured employees.
- Validate client's employee hires and terminations on a bi-weekly basis.
- Process employee insurance enrollment and insurance terminations based on client-provided details.
- Provide exceptional customer service and support to clients regarding Employee Navigator functionalities and insurance-related inquiries.
- Collaborate with internal teams to streamline processes and improve efficiencies within the Employee Navigator system.

Achievements:

- I have served as the pioneering Virtual Assistant for the company.
 - I have supported Beneloc, a sister company of ABig, in fulfilling their case building requirements.
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Spectrum Solution *(from July 2022 to July 2024)*

Operations Manager

- Serve as the primary point of contact for clients, ensuring effective communication and understanding of their needs.
- Coordinate procurement requests, collaborating closely with the Procurement Team to fulfill client requirements.
- Manage the process of salary raises, bonuses, and incentives, liaising with the HR and Accounting Team to ensure accuracy and timeliness.
- Process requisitions and collaborate with the Recruitment Team to facilitate the hiring process as per client specifications.
- Keep clients informed about the status of their requests, providing regular updates and addressing any concerns promptly.
- Handle escalations from clients and coordinate with the team to resolve issues effectively.
- Conduct comprehensive onboarding sessions for new clients and hires, ensuring a smooth transition and alignment with client expectations.
- Provide coaching sessions to team members to enhance performance and professional development.
- Attend administrative hearings as required, representing the company's interests and ensuring compliance with regulations.
- Address teammates' concerns and questions, fostering a supportive and collaborative work environment.
- Extract productivity tracker reports and submit them to clients on a regular basis to track progress and ensure transparency.
- Attend client calls to address their needs and provide assistance or answer inquiries.
- Participate in weekly synchronization calls to provide updates, collaborate with colleagues, and ensure alignment with organizational goals.
- Report directly to the Chief Operating Officer, providing regular updates on operations and contributing to strategic decision-making processes.

Achievements:

- Handled 35 clients with 100+ HC reporting under my bucket.
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SMA *(from April 2022 to June 2023)*

Client Support Specialist (Part-time/Freelance)

- Specialize in promptly addressing customer inquiries and scheduling appointments for roof, window, and siding inspections.
- Liaise closely with US-based clients to coordinate team dispatch to customer residences.
- Identify key details such as roof and siding materials, window types, and house specifications.
- Tailor services precisely to customers' needs through comprehensive understanding.
- Capture preferred visit times, contact information, and additional details to enhance customer visits.
- Ensure a seamless and personalized experience for valued clientele.

Achievements:

- Pioneered the launch of the account within the company, establishing its foundation.
 - Developed and implemented the standard process flow to optimize efficiency and consistency.
 - Contributed to significant campaign growth in headcount through outstanding performance.
 - Successfully expanded the client's team, securing additional responsibility for the campaign.
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Legal Soft Solutions *(from August 2020 to September 2022)*

Case Manager

- Provide comprehensive support to clients throughout the documentation process, ensuring accuracy and completeness for their legal cases.
- Efficiently create and maintain client profiles, capturing essential information for personalized service and streamlined case management.
- Proactively follow up with clients on documentation requirements via calls, texts, and emails, ensuring timely submission.
- Verify correctness and legibility of client documents, offering guidance for clarity and completeness.
- Conduct thorough reviews of client submissions, identifying discrepancies and providing prompt feedback for resolution.
- Manage organized document uploads to client profiles for accessibility and confidentiality.
- Handle inbound client communications promptly and empathetically, addressing inquiries and resolving concerns.
- Keep client profiles updated with relevant information, including progress updates and changes.
- Maintain transparent communication with lawyers, providing regular updates on client matters.
- Prepare and distribute End of Day and End of Month Reports summarizing client interactions and statuses.
- Assist clients in resolving dealership-related issues, ensuring compliance and smooth proceedings.

Achievements:

- Sole Filipino VA absorbed by the Law Firm within 2 months.
 - Maintained a consistent 5-star rating as a VA.
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TaskUs *(from July 2018 to March 2021)***Team Manager**

- Provide personalized coaching to teammates, addressing performance and behavioral concerns to foster individual and team effectiveness.
- Proactively monitor teammate performance, identifying improvement areas and implementing optimization strategies to ensure productivity and quality standards.
- Prepare and distribute detailed performance reports, offering insights and recommendations for ongoing development and goal achievement.
- Serve as a point of contact for teammates, handling issues related to payroll, benefits, time management, and HR matters with professionalism and confidentiality.
- Facilitate engaging team meetings and huddles, promoting collaboration, sharing best practices, and addressing challenges to boost performance and cohesion.
- Participate in Weekly Business Reviews, contributing insights on team performance, accomplishments, and challenges to support strategic decision-making.
- Actively engage in client calls, demonstrating understanding of client needs and providing prompt, effective solutions and support.
- Develop and implement actionable plans to address performance gaps, fostering continuous growth and development within the team.
- Conduct Root Cause Analyses (RCAs) to identify underlying issues impacting performance or service delivery, implementing corrective actions to enhance efficiency.
- Monitor Service Level Agreements (SLAs), ensuring compliance and proactively addressing deviations to maintain high client satisfaction.
- Track and analyze productivity metrics, identifying trends and opportunities for optimization, and implementing strategies to maximize team efficiency and effectiveness.

Achievements:

- Maintained 90%-100% Employee Satisfaction quarterly.
 - Led a consistently top-performing team.
 - Achieved consistent recognition as the top Team Lead within the cluster.
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TaskUs *(from February 2018 to July 2018)***Subject Matter Expert**

- Support teammates with comprehensive product knowledge, enhancing their ability to effectively convey product features and benefits to clients.
- Coach and mentor team members to promote continuous learning and development, thereby improving individual and collective performance.
- Handle client calls with professionalism and expertise, resolving inquiries and issues to maintain high levels of customer satisfaction.
- Regularly communicate detailed updates and reports to both Managers and Clients, ensuring transparency and alignment on project progress and milestones.
- Keep team members informed of project logic or approach updates to optimize performance and outcomes.
- Successfully manage a team of 100 teammates, demonstrating strong leadership and organizational skills to coordinate and support their efforts.
- Cultivate and maintain relationships with 5 major clients, serving as the primary point of contact and ensuring their needs are met with excellence and professionalism.

Achievements:

- Promoted to Team Lead.
 - Achieved 100% Employee Satisfaction Rate.
 - Completed The Leader Academy.
 - Attended Behavioral Coaching
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TaskUs *(from August 2016 to February 2018)*

Email Support Representative

- Identify and address customer concerns promptly to ensure high levels of satisfaction and loyalty.
- Respond to email queries with clear, error-free responses, ensuring timely and effective communication.
- Provide accurate resolutions to customer issues, utilizing available resources efficiently.
- Stay updated with current knowledge and resources to facilitate effective issue resolution and customer support.
- Process refunds and adjustments efficiently and accurately, maintaining customer trust and satisfaction.
- Keep customers informed about the status of their orders promptly, providing transparency and reassurance.
- Communicate with couriers and restaurant staff as necessary to address issues and ensure smooth order fulfillment.
- Escalate issues when needed to ensure timely resolution and customer satisfaction.
- Review customer contacts for safety concerns, prioritizing the well-being of customers and the community.

Achievements:

- Consistently recognized as a Top Performer and recipient of awards.
- Regularly qualified for Quarterly Company Travel Incentives as a top performer.
- Appointed as the Team Point of Contact (POC), demonstrating trust and reliability.
- Successfully promoted to Subject Matter Expert (SME), showcasing expertise and leadership skills.

Teleperformance *(from April 2016 to August 2016)*

Technical Support Representative

- Manage the activation process for internet, cable, phone, and home security services, ensuring seamless setup and functionality for diverse customer needs.
- Demonstrate adeptness in efficiently resolving issues for repeat callers, employing a proactive approach to swiftly address concerns and enhance customer retention.
- Maintain an unwavering commitment to consistently achieving exceptional customer satisfaction scores, reflecting dedication to delivering unparalleled service experiences.
- Effectively handle escalation calls, leveraging strong communication and problem-solving skills to de-escalate situations and reach satisfactory resolutions.
- Assume leadership responsibilities as Acting Supervisor when required, providing guidance and support to uphold operational efficiency and service excellence.
- Collaborate closely with teammates to enhance their proficiency in processes and product knowledge, fostering a culture of continuous learning and development.
- Undergo specialized training focused on prioritizing Customer Satisfaction and First-Call Resolution, ensuring a customer-centric approach in all interactions.

Achievements:

- Top Performer during Training.
- 3-time Champion during Call Certification.
- Achieved highest nesting average in TP-DVO history.
- Profiled to elite department post-nesting.
- Appointed as Acting Supervisor/TL.

Trec Pacific *(from July 2013 to February 2016)*

TIER II Technical Support Representative

- Offer concise and comprehensible troubleshooting steps to customers, guiding them through solutions with clarity and precision.
- Take ownership of each customer call from initiation to resolution, ensuring consistent follow-through and accountability for satisfactory outcomes.
- Uphold up-to-date and thorough product knowledge, enabling informed and effective support for customers regarding product features and functionality.
- Employ strategic questioning techniques to effectively probe and uncover the root cause of customer issues, facilitating swift and accurate resolutions.
- Conduct thorough scans of customer POS systems to identify instances of corruption or missing files, addressing potential sources of disruption in service.
- Proactively remove and replace corrupted or missing files within customer POS systems, restoring functionality and minimizing downtime.

- Handle escalation calls upon request, utilizing advanced communication and problem-solving skills to de-escalate situations and achieve resolution.
- Provide assistance to teammates as required, offering support and guidance to foster a collaborative and cohesive team environment.
- Dial-in and process approvals as necessary, ensuring efficient and accurate completion of administrative tasks. • Ensure customer concerns are addressed promptly and satisfactorily through callbacks, demonstrating commitment to resolving issues and maintaining customer satisfaction.
- Trained to prioritize achieving First Call Resolution (FCR), aiming to resolve customer issues effectively and efficiently during initial contact.

Achievements:

- Promoted to Level 2 agent after 3 months post-regularization.
- Promoted to DIC (Dial-in Charge) after 6 months.
- Assigned to handle escalations and assist agents while serving as DIC.
- Mentored teammates for performance improvement.

EDUCATION

Caraga State University *(from January 2010 to January 2013)*

Bachelor of Science in Information Technology

Undergraduate of 2 years