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IBEX Philippines - GoDaddy

Team Manager/Sales Coach

Feb. 6, 2023 – Feb. 5, 2024

- Handled 25 Headcount - Majorly driving NPS and Sales by identifying impactful behaviors and creating action plans based on root cause analysis.
- Face time with Client for WBR and MBR, discussing Program lowlights and highlights, action items taken and way forwards.
- Led the recruitment process for the account, ensuring defined processes are followed to get quality hires.
- Successfully collaborated and led operations in creating action items to remove one LOB from PMP.

Lessen Residential

Feb. 6, 2024-Present

*Liaison between Ibex and Client

*Launched the Program

*Conducts Weekly and Monthly Business Review with Clients

*Handled 20HC – Coach to success

*Process Improvement-Created an SME - Development Plan for the continuous growth and success of the Program approved by Ops and Clients.

-Conduct Triads and provide feedback to Clients to drive effective and efficient coaching.

MEDICAL OFFICES OF MANHATTAN

Pre-Certification Team Leader

Sept. 2021- Feb 5, 2023

- Responsible for training new hires with the department's SOPs
- Conducts root cause analysis and behavioral coaching to ensure that agents are well

supported in achieving their job roles objectives.

- Supports and coordinates with team members daily to ensure seamless business operations.

CONCENTRIX NAGA

Customer Service Advocate

Nov. 2020 - Sept. 2021

- Handles Dental providers' call.
- Ensuring information is accurately provided.
- Creating escalations tickets.
- Doing follow-up with claims and network participation, Consistent Top Performer.

EDUCATION

Camarines Sur Polytechnic Colleges

Bachelor of Science in Nursing (BSN)

UNDERGRADUATE

SKILLS

- Strong familiarity with GSUITE, CRM, Microsoft Office, Shopify, and Salesforce
- Exceptional knowledge of Behavioral Coaching and root-cause analysis
- Project Management
- Talent Acquisition
- Administrative Tasks

PUPPY CRECHE AND ONE WAY BABY

Virtual Assistant

June. 2020 - Nov. 2020

- Managing clients' social media accounts including emails, messenger etc.
- Responsible for order processing and refund filing.
- Managing clients' social media accounts including emails, messenger etc.
- Responsible for order processing and refund filing.
- Revising orders and handling shipping provisions with the suppliers such as SHOPIFY/ALIBABA/OBERLO Support.

SASAMEE LLC

Project Lead

Apr. 2020 - July 2020

- Team Leader of a Virtual Assistance Team.
- Managing the Hiring process of the company.
- Filtering and ensuring highly trained people.
- End to end acquisition.

PROCTER AND GAMBLE

Corporate Receptionist

SEP. 2019 – May 2020

- Updating accumulated works of the last term receptionist since 2018.
- In collaboration with HR management, Admin, and Clients.
- Ensuring 5-star client and guest's feedback.

QUANTRICS ENTERPRISES

SUBJECT MATTER EXPERT

Apr. 2017- Aug 2019

- All-Star from April to September 2017
- Top Agent Overall for September
- Top Agent Overall for August Rank 2
- Mythical 6 for the Month of June
- Top Agent on Upgrade Revenue Rank 5
- Top Agent on First Call Resolution Rank 7
- Promoted as a Resolution Specialist even before being regularized.
- Part of the Team of SMEs and Trainers deployed in launching the Naga site.
- Part of the SME Team that helped train a wave of trainees ranked Top 1 Global Overall (Based on
- Overall Metrics)

TATA CONSULTANCY

Senior Process Associate

Jan. 2016 - Mar. 2017

- Conducts interview with Small/Medium Business Owners discussing how their website can be set up and SEO Optimization.
- Submission of ticket created to website builders

TELEPERFORMANCE

Resolution Specialist

Nov. 2013 - Mar. 2015 .

Mini Team Leader

Responsible for managing, coaching, and developing a team consisting of 7 members to ensure individual goals are met. The role entails face time with each team member doing one on one coaching and team huddles on a weekly basis. Responsible for handling escalations, complex calls, and questions from team members.

Sales Advocate

- Responsible for managing, coaching, and developing a team consisting of 14 members to ensure individual goals specified on sales percentage are met and ensure customer satisfaction.

TELETECH

August 2011-Oct 2013

Technical Support Representative - AT&T

- Providing technical assistance to mobile, internet, TV and phone users.
- Conduct troubleshooting steps to ensure technology optimization.
- Securing user's satisfaction with the company.

SUTHERLAND GLOBAL SERVICES BORDERS

Subject Matter Expert

Jan. 2010 - July 2011

- Managing the production area to ensure the agent's product questions that are relevant to the processes are answered.
- Coordination with the team supervisor in creating Team's action plans on a regular basis.
- Facilitating team huddles and meetings discussing client's recent process updates.