

DENNIS MORINIL REZA N. GERVACIO

#115 Celia 1 St. Bayanbayanan Malabon

Mobile (0920)8015826 Email dennis.gervacio@yahoo.com

Work Experience

Coach Level 2 – Eperformax

January 2017 – July 2020

- Work as the Vital link between Company and New hire Teammates as an ABAY Coach
- Helps in Queue Management and RCA deep diving for new Teammates
- Provides Coaching and Feedback
- Ensure that all team metrics and deliverable are met in a timely manner prior to Upskilling
- Ensure that all communications from the clients are efficiently communicated to agents
- Handles and Answer client escalations
- Completed all CEO and Company certification trainings

Operations Manager – Task Us Imus

July 2014 – August 2015

- Oversees overall operation for a non-voice campaign (Content Moderation) with 120 HC
- Helps in Queue Management, Analysis and Drivers
- Provides Coaching and Feedback to 10 Supervisors
- Create and reports to Client Campaign Health
- Ensure that all team metrics and deliverable are met in a timely manner
- Ensure that all communications from the clients are efficiently communicated to the Team Leader
- Up to the Teammate level
- Handles and Answer client escalations

Game / Team Manager – TELUS International Philippines Ortigas site

Nov 2010 – April 2013

- Supervise a team of supervisors that supports online Social Networking game
- Manage day-to-day activities of the team
- Monitor, assess and coach regarding KPI's set by the program and clients

- Create reports regarding team progress and coach supervisors on how to hit targets set by the program
- Ensure that all team metrics and deliverable are met in a timely manner
- Ensure that all communications from the clients are efficiently communicated to the team and leads.
- Acts as the point person when Managers are not available

Team Manager – SITEL Eastwood site

October 2005 – September 2010

- Supervise program for technical / billing agents that supports US base consumer
- Manage day-to-day activities of the program
- Monitor, assess and coach supervisors regarding K Pi's set by the program and clients
- Create reports regarding agent's progress and coach agents on how to hit targets set by the program
- Ensure that all team metrics and deliverable s are met in a timely manner
- Ensure that all communications from the clients are dispersed to the supervisors
- Facilitates QBR weekly and quarterly
- Prepares billable statements for the clients
- Attends bi-annual SOW client renewal meeting
- Manager OIC

Certifications: Lean Six Sigma Certified Yellow Belt, STAR Certified BPO Ontrac , Manager Handbook

Educational Attainment:

Graduate School AMA University Makati MBA (units)

Tertiary Level Polytechnic University of the Philippines Sta. Mesa Manila

Bachelor's in business administration Major in Marketing

Secondary Level National Open School at New Delhi, India

Primary Level Roosevelt College Lamuan, Marikina

Personal Information:

Age: 46

Sex: Male

Birth Date: July 23, 1975

Civil status: Married

Religion: Roman Catholic.