

# Maria Jaime Ayo

## BPO TEAM MANAGER



### ABOUT ME

I am a BPO professional with extensive experience across different LOBs such as Social & Community Support, Technical Support, Customer Service, Financial Services and Sales. I am looking forward to being a part of an organization that will fully utilize my training and skills while making a significant contribution to the success of the company.



920 570 0230



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Blk 81 L26 Blueberry St. Brgy Rizal Taguig City

### LANGUAGE

- English
- Filipino

### SKILLS

- Adept in: Salesforce, SAP, Sprinklr, Google Docs, Google Sheets, Google Slides, Google Hangouts, MS Office, MS Excel, Powerpoint People
- Management, Coaching (Customer Service/Technical Support/Financial Services/Social & Community Support/Sales)
- BPO Operation Management

### EXPERIENCE

#### Operations Team Manager

2022 - 2024

##### Cognizant Technology Solutions (Youtube)

- Monitor, track and evaluate associate performance based upon predetermined Key Performance Indicators (KPI's) and provide personal feedback to associate to ensure all goals are met and Youtube standards are adhered to.
- Efficiently execute, oversee, and coordinate day-to-day LOB operations
- Ensure that underperforming associates meet client expectations through the creation and implementation of written action plans.
- Conduct regular team meetings to discuss goals, priorities, and challenges, using constructive feedback for continuous improvement

#### Operations Team Manager

2016 - 2020

##### Sykes Enterprises Inc. (Google)

- Responsible for day to day performance/activities of a team that's composed of at least 18 Tier 2 and Tier 1 Technical Support Representatives. Works closely with the Account Manager in overseeing daily operations and performance.
- Provides coaching and mentoring for continuous skill and performance development.
- Acts as a 1st level escalation point in resolving issues within a team through regular feedback, one on one coaching and/or team meetings.
- Constantly coordinates with different departments (eg: HR, Payroll, IT, RTA, Workforce, QA, Analytics) in resolving agent issue/s.

#### Finance & Accounting Specialist

2014 - 2016

##### Maersk Line

- B2B Collections/ Accounts Receivables representative of Maersk Line handling North American complex accounts

#### Financial Service Representative

2007 - 2014

##### 24/7 Inc.

- Collections representative of Singtel Optus

#### Subject Matter Expert

2004 - 2007

##### Teleperformance

- Subject Matter Expert for Sprint Nextel account

#### Outbound Sales Supervisor

2003 - 2004

##### Pet Pantry Manila Corporation

- Outbound Sales Supervisor for Pet Pantry pet food to North America market

### EDUCATION

#### Polytechnic University of the Philippines (Main Campus)

1998 - 2002

Bachelor in Banking & Finance

### REFERENCES

#### Maria Vanessa Santos

Cognizant / Ops Mngr

Phone: 0927 302 0368

#### Beverly Gravamen

Senior Specialist / SAP

Phone: 0968 856 0197