

Ulyses Tagle Suarnaba

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Professional Profile

Concentrix

April 30, 2009 – October 13, 2024

Operations Manager – December 2019 to October 13, 2024

- Selecting, training, developing, and managing performance of direct reports and associates; including planning and assigning work for staff in accordance with the organization's policies and applicable legal requirements.
- Manage and review operational reports (Attendance adherence, PFP, Client scorecard, Metrics management reports).
- Provide leadership and guidance to direct reports to ensure consistent administration of company policies and standards; define and implement any corrective actions needed to meet operational performance.
- Conduct regular one-on-ones with direct reports to review individual performance, the performance of their team and offer on-going developmental coaching.
- Create a positive work environment through employee engagement; resolve employee relation issues in a professional and timely manner.
- Participate in cross functional meetings to review information received from operational support functions - Training, HR, Quality, WFM, TA, - and partner to define action plans that resolve issues and drive continuous improvement.

Program Sales POC – (September 2020 to April 2021 – AT&T) (July 2022 to December 2022 – Sprint/T-Mobile)

- Analyzes program Sales performance, identify opportunities, design and implement a strategic Sales plan.
- Creates program incentive mechanics to help drive overall Sales.
- Coaches Sales leader in evaluating performance trends and provides guidance on action plan execution.
- Achieves growth and hits sales targets by successfully managing the sales team.

Transition OM – September 2018 to March 2021

- Collaborates with Talent Acquisition and Training team to improve process and performance of Transition.
- Coaches team leaders in analyzing team performance and formulating action plans.
- Weekly reports through read out to Senior Manager and Director on Transition performance.
- Conducts triad with Team Leaders to develop and improve coaching execution.

Site Engagement POC – August 2017 to April 2021

- Promotes a positive work environment through fun learning activities.
- Recognizes the site's monthly top performers.
- Helps the site reduce attrition by educating and promoting CSCP/On-cycle Promotion.

Transition Team Leader – September 2017 to August 2018

- Handles a set of new agents and honed their skills through several coaching tactics.
- Develop talents by conducting triads on Transition Coaches.
- Retain people by highlighting WIIFMs and promoting teamwork.
- Analyzes data, identifies trends and formulates action plans to improve the team's performance.

YTD Top Team Leader – 2017

Sales Leader– July 2017 - August 2017

- Determine site's sales target and set goal per team / cluster.
- Responsible for cascading updates on sales, new products, promotions and incentives.
- Performs daily gap closure to drive sales performance and identify opportunities.
- Analyzes site's sales performance weekly and identifies focus metric and behavior.
- Formulate action plans to help the site meet monthly sales target.

Team Leader – August 2014 to June 2017

- Analyzes data, identifies trends, and formulates action plans to improve the team's performance.
- Builds the team through different engagement activities.
- Develops talent and motivates employees by providing exceptional coaching sessions.
- Piloted a project with the client to conduct a study on My AT&T app to create material to be used for training.

YTD Top Team Leader and part of Best of the Best – 2014

Resolutions Specialist – April 2011 to July 2014

- Provides support to the team leader, ensuring that agents get optimal support in delivering world-class customer service by acting as Subject Matter Expert.
- Facilitate team huddle sessions
- One-on-one Mentoring

Customer service representative – April 2009 to March 2011

- Mobility frontline in providing world-class customer service to AT&T customers, ensuring that every client interaction is in accordance with quality guidelines.
- Provides General Assistance with Billing concerns, Level 1 Troubleshooting, Payment Dispute, and Feature Sales.

Best of the Best – 2010

Education

Bachelor of Science in Accounting Management
College of Business Administration
University of Makati

Character References:

Provided upon request

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

Ulyses Suarnaba