



# Arnold S. Tayag

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## Objective

- To offer my skills on the position of a Team Lead especially in the field of Sales, Managing Team's Performance and to enhance my professional skill set in accordance with organizational objectives.

## Experience

### ❖ SERVICE DELIVERY SENIOR OPS ANALYST/TEAM LEAD | ACCENTURE | From July 15, 2024 to December 5, 2024

#### ○ UPS (HIRING GROUP)

- Handling a team assigned, to perform and to provide a consistent performance in all aspects for both management and agent's gain
- Motivate and encourage agents through positive communication and feedback
- Analyze statistical call center metrics and reports, identified areas to improve, implemented measures that improved service levels and achieved team objectives
- Execute the quality assurance program through monitoring and audits. Set clear performance expectations with team and communicate successfully how performance goals are linked to company goals
- Monitor team service performance on a real-time and on-going basis to ensure targeted goals are achieved
- Create and develop plans to ensure team achieves business objectives. Provide constructive feedback and obtain improvement commitments from staff
- Created action plans based on uncovered strengths and opportunities discovered through observation and data
- Met or exceeded KPIs such as AHT, sales, client surveys, internal quality monitoring, and adherence through weekly development
- Lead and/or attend meetings and cross functional teams for diverse policy and process improvements
- Manage, process, and review timesheets, payroll, and daily attendance of Call Center employees
- Responsible for Annual Employee Reviews and Evaluations for Call Center Reps

### ❖ TEAM LEAD | TASKUS | From June 20, 2019 to March 15, 2024

- DOORDASH (FOOD DELIVERY SERVICE) EMAIL AND CHAT SUPPORT
- VIVINT (SECURITY SERVICE SYSTEM) PHONES AND CHAT SUPPORT

- ❖ **TEAM LEAD | TELEPERFORMANCE | FROM 2011 UP TO OCTOBER 2017**
- ❖ **TELSTRA TECHNICAL SUPPORT REPRESENTATIVE (ADSL, WIRELESS, CABLE & ACTIVATIONS) | TELEPERFORMANCE | FROM 2009-2011**
- ❖ **SPRINT CUSTOMER SALES REPRESENTATIVE | TELEPERFORMANCE | FROM 2007-2009**
- ❖ **Shoemart Inc. – Customer Sales Clerk (July 2001- Dec 2001)**

#### Achievements

- Top Team Lead for DoorDash (2019)
- Top Team Lead for Vivint (2022- 2023)
- Top Telstra Platinum Supervisor for 10 consecutive months (from September 2014 – May 2015)
- Top Telstra Platinum team
- Top Telstra Wireless & Cable Agent
- Sprint Top agent – Sales max out achievement

#### Education

- University of the EAST- Bachelor of Science ( Major In Accounting)
- San Sebastian College – Secondary Education 1989 to 2003
- Children of Mary Immaculate School- Elementary 1982- 1988

#### Special Course

- School of St. Augustine- Caregiver

#### Special Trainings

- Advanced in Google Sheet, Word and PowerPoint
- Managing Team's Performance
- New Supervisor's Training
- Root Cause analysis
- Core Values- Integrity, Respect, Professionalism , Innovation and Commitment

#### Reference:

- ✓ **Leila Malinao - Senior Team Leader**
  - **09171904490 / 09063632214**
- ✓ **Genald Lorenzo- Project Manager**
  - **09209455848**
- ✓ **Peter Valenzuela- Operations Manager**
  - **09163036382**