

# Angelina Garcia

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*With almost three years as an effective trainer, I've led successful campaigns, consistently surpassing targets and implementing innovative training strategies. Currently pursuing a Marketing major at Manila Business College, I bring a blend of hands-on experience and comprehensive education, showcasing a commitment to continuous learning.*

*As a proactive team player with strong organizational skills, I efficiently execute training programs, contributing to optimal team performance. Along with a positive and optimistic approach, my ability to effectively manage and develop training initiatives while simultaneously handling multiple campaigns, make me well-suited for dynamic training environments, emphasizing results-driven strategies.*

## SUMMARY OF QUALIFICATIONS

- Proficient in Microsoft Office and Google Suite Applications
- Highly experienced in in-person and virtual platforms and delivery setups.
- Skilled in training needs analysis, and learner engagement
- Proactive team player and creative collaborator
- Organized, detail- and deadline-oriented

## EXPERIENCE

### **TaskUs, Antipolo & Anonas — Learning Experience Leader**

*April 2022 - May 2024*

- Spearheaded simultaneous management of four campaigns—Content Moderation, Imagery Annotation, Fraud Detection, and Digital Financial Campaign (customer support)—exhibiting exceptional multitasking and adaptability in a dynamic environment
- Elevated accuracy rates to 97-98% by establishing and enforcing a One Source of Truth (OST), surpassing the targeted 90% accuracy rate consistently
- Orchestrated comprehensive onboarding and process training, overseeing the cross-skilling of tenured analysts in classes of 15-25 individuals, resulting in a versatile team
- Implemented weekly Root Cause Analysis (RCA)-based upskilling sessions, driving performance improvements across the entire team
- Proposed a streamlined process in raising TaskId to client, avoiding duplicate tickets on client side while ensuring the process calibration across all function
- Curated and presented in-depth training data for weekly business reviews with clients, representing the training team
- Successfully onboarded and mentored Learning Experience Apprentices
- Received acknowledgement for Core Value of Continuous Self Improvement

### **Teleperformance, Antipolo — Trainer**

*June 2021 - April 2022*

- Pioneered the "Snappy to 90" project, orchestrating weekly learning sessions to elevate nesting outliers' KPIs, resulting in a notable increase in overall team performance
- Advocated and successfully implemented the extension of Product Specific Training to 10 days, positively impacting the depth of knowledge among team members and contributing to improvement in campaign-specific metrics of new hires
- Collaborated with team leaders on random spot-checks and provided coaching for agents enrolled in Performance Improvement Plans (PIP)
- Oversaw end-to-end training processes, including onboarding, process training, nesting, and cross-skilling for 14 agents per class in both voice and non-voice capacities, significantly contributing to campaign success and achieving a 95% satisfaction rate in post-training evaluations.
- Facilitated the onboarding of internally promoted trainers, ensuring a seamless transition and alignment with training standards

- Attained certification in the New Trainer Development (NTDC) course, showcasing a commitment to professional growth and mastery in the field of training and development.

### **Teleperformance, Antipolo — Customer Service Representative**

*August 2020 - June 2021*

- Led as a Subject Matter Expert (SME) for Inbound-call and chat operations during a dynamic 3-month ramp-up period, ensuring seamless knowledge transfer
- Cross-skilled proficiently in 6 out of 9 voice and non-voice workflows within the Hotel Reservation & Accommodation campaign, showcasing adaptability and contributing to in campaign's flexibility
- Gained valuable exposure to both Business to Customer (B2C) and Business to Business (B2B) escalation processes, enhancing versatility and understanding of diverse line of business (LOB) dynamics
- Consistently surpassed quality score targets, achieving and maintaining a remarkable 90% across all workflows, reflecting a commitment to delivering high-quality performance

## **EDUCATION**

### **Manila Business College, Manila**

*September 2022 - December 2023*

Currently Undergraduate, 2nd Yr College -BSBA Major in Marketing.

### **APEC Schools, Marikina Heights**

*August 2018 - May 2020*

Senior High School Graduate of Accounting and Business Management (ABM) program with a Merit Award and experienced ACE Training, and actively participates in Outreach programs.

### **Sto. Niño National High School, Marikina**

*June 2016 - April 2018*

Completed 3rd and 4th Year of High School, earning a Junior High School Diploma. Actively participated as a member of the Journalism, Filipino, and Science Clubs.

### **Concepcion Integrated School, Marikina**

*Preschool - June 2016*

Attended Preschool until 2nd Year of High School, obtaining a Primary Level Diploma. Received several 'Best in' awards and certificates for being a 'Top Student' in the classroom.