



ARIANNE JEAN SINFUEGO



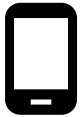
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PROFESSIONAL SKILLS

- Leadership, Mentorship, and Coaching
- Project & Team Management
- Process and Workflow Optimization
- Data Analysis and Report Creation
- Customer Service and Client Relationship Management
- Technical Support & Troubleshooting
- Social Media Management and Content Marketing
- Administrative Support and Calendar Management
- Lean Six Sigma White Belt Practitioner

SOFTWARE EXPERIENCE

- Microsoft Office (Word, Excel, PowerPoint)
- Google Workspace (Docs, Sheets, Slides, Forms)
- Salesforce, JIRA, Trello, and Notion
- Looker Studio for data visualization
- WordPress for website management
- Canva for graphic design
- Knowledge in SQL, R, and Python (currently studying)

WORK EXPERIENCE

TEAM LEADER (BACKOFFICE CLINICAL ANALYSTS)

TELUS | September 2023 - Present

- Manage and mentor a team in developing Collaborative Health Record (CHR) forms.
- Ensure accuracy and compliance with client requirements while enhancing team productivity.
- Analyze workflows, consolidate resources, and create strategic plans to optimize operations.

TEAM LEADER - TECHNICAL SUPPORT

TELUS | December 2020 - August 2023

- Supervised and trained a team of technical support representatives.
- Provided mentorship in both the Philippines and India to improve onboarding processes and employee performance.
- Partnered with learning teams and management to bridge process gaps and enhance customer service delivery.

VIRTUAL ASSISTANT (FREELANCE)

Various Platforms (Upwork, Appen, QA World)

- Managed content marketing and WordPress/HTML projects for clients, ensuring deliverables met quality standards.
- Conducted audio transcription for Appen and quality assurance transcription for QA World.
- Supported clients with administrative tasks, calendar management, and social media content creation.

MENTOR / SME (SUBJECT MATTER EXPERT)

TELUS | July 2018 - November 2020

- Provide expertise in products and processes, supporting new hires during nesting.
- Analyze resources, create strategic plans, and bridge process gaps in collaboration with teams.
- Support new hire team members in a newly built office in India for 2 months.

WORK EXPERIENCE

TECHNICAL SUPPORT REPRESENTATIVE

TELUS | July 2015 - July 2018

- Specialized in assisting customers with fiber optics connectivity issues, providing comprehensive troubleshooting for high-speed internet, voice, and television services.
- Diagnosed and resolved a variety of networking concerns, including router configurations, Wi-Fi connectivity issues, and hardware malfunctions, ensuring minimal service disruptions.

Sitel | July 2012 - January 2014

- Diagnose and resolve technical hardware and software issues, educate customers, and drive satisfaction through various communication channels.

PHONE BANKER (CUSTOMER SERVICE)

Wells Fargo | December 2014 - June 2015

- Assist customers with account-related requests and credit applications.
- Develop a deep understanding of bank products and services to meet customer needs.
- Build relationships with customers and recommend appropriate bank products.

CUSTOMER CARE REPRESENTATIVE (CHAT)

Teletech | February 2014 - December 2014

- Answer customer queries and provide technical assistance via chat/written communication.

EDUCATION

Colegio de San Juan de Letran - Calamba

October 2011

Completed course work in Information Technology

AMA Computer college - calamba

2009 - 2011

Completed course work in Information Technology

REFERENCES

- Mary Ann Delfin | TELUS / Team Leader | 09294421540
- Jordan Maniczic | TELUS / Manager | 09399890049
- Brandi Anderson | TELUS / Manager | 09171876184