

Harold Corsame, LSSGB

Email Address: Haroldcorsame8166@gmail.com

Mobile Number: +639665620439

TOP SKILLS

Project Management | Continuous Improvements | Account Management | People Management | Customer Relationship | Cross Functional Collaboration | Client Onboarding

WORK EXPERIENCES

Zimplistic Phils

Customer Support Lead

Jun 2024 – April 2026

- Customer Experience Improvement by fostering partnership with logistics and manufacturing partners, optimize order allocation for timely order delivery, POC for escalated cases for priority handling, issue resolution and elevate customer satisfaction.
- Developed and implement SOP for Operations and Quality Assurance ensuring alignment and implemented and monitor the KPI in order to provide valuable insights and operational support, enhancing service quality efficiency. Collected and analyze data for process improvements and improve the training modules based on the recurring gaps of the operations
- Streamlined the cycled time of technical session of the customer improving responsiveness and support quality. Launched and execute the Retention program and execute real time technical session for escalated cases and provide real time offer in retaining the customers to minimize financial impact on the operations.

Trax Technologies

Project Implementation and Deployment (PMO)

Jun 2021 - Jun 2024

- Project management and Deployment that provides support to the project managers and stake holders in project deployment activities by driving and managing all deployments tasks and responsibilities to ensure seamless transition of logistic company's invoices for proper audit process. Ensure testing is completed correctly in a timely manner and ensure all client requirements are captured in order for audit process and cost allocation to work efficiently.
- Build close-tie relationship with clients by providing weekly status updates based on project/deployment challenges, issues and milestones.
- Serves as business contact and escalation between clients and logistics company partners in kicking off the integration process, reviews all required documents are provided in prior to starting the contract review, before proceeding to initial testing and user acceptance testing

BGComm Contact Solutions

Service Excellence Manager

Nov 2019 - Jun 2021

- Established companywide QA processes and training modules for proper and balance execution to ensure the compliance based on the services level agreement set by multiple clients and businesses.
- Manages QA and training team in the implementation of the process documentation, evaluation tools, and training materials for continued learning and development.
- Implement balance score cards and employee performance improvement plan across the organization. Built KPI and standard operating practices on based on client requirements and conducts monthly business review based on team and business performance, challenges, continuity and competitiveness.

BGComm Contact Solutions

Operations Manager

Nov 2018 - Jun 2019

- Handles and manages the business's global business services that caters both voice and non- transactions, handles team leads, QAs and reporting analysts.
- Established account processes based on account and client requirements for proper to execution based on the standard services level agreement set by clients and businesses.

Iconex (UK) Branch, LTD

Support Services Supervisor

May 2016 - Mar 2018

- Manages Supply Chain Management, Supply Chain focusing on 3rd party vendor relations, product set up and contract review.
- Manage Sales Support Group that focus on improving account management experience and provide support to Sales Managers. Handles Tier 2 tasks, escalation and initiate team process improvements on recurring operation issues.

NCR Corporation

Operations Support Supervisor/Supply Chain Lead

Jul 2013 - Apr 2016

- Manages the Call Centers, Supply Chain Management and Ecommerce Group and provide reports on team performance and metric.
- Identify issues and create process for standardization and improving performance through Continues Improvement and project management initiatives.
- Handles Supply Chain Management, Customer Support and Contract Maintenance monitoring daily productivity, order processing, manages the Customer Contact mailbox for all inquiries received from external and internal customers. Gate keeper for contract set up and pricing set and updates. Project Initiation on improving current processes.

CAREER HIGHLIGHTS

- **Deployment Success:** Achieved an average deployment success rate exceeding 90% for logistics company partners, significantly enhancing operational efficiency and customer satisfaction - **Trax Technologies**
- **Strategic Process Implementation:** Successfully led the planning and execution of a comprehensive Scorecard, KPI, and Performance Improvement Plan initiative resulting in a flawless 100% implementation rate that improved overall performance tracking - **BGComm Contact Solutions**
- **Enhanced Technical Resolution Efficiency:** Drove a remarkable 75% improvement in both efficiency and response times for technical resolutions and customer retention efforts and the streamlining of operations and strengthening customer loyalty - **Zimplistic Philippines**

CERTIFICATIONS

Lean Six Sigma Green Belt Certified | Toastmasters | Advanced Leadership Training

EDUCATION

Negros Oriental State University

Bachelor of Science in Computer Science