

Jennifer Gonzalve Encio



Hard-working and adaptable Operations Manager of more than 10 years of experience skilled in business practices with top-notch mentoring skills. Excellent written and verbal communication techniques, effective time management development implemented in office raising morale. Devoted work ethic and leadership to influence team building. Resourceful in cutting company costs and helping to boost customer satisfaction survey scores. Continuously adding to education and skills by attending seminars and conferences.

Work History

2020-12 -
Current

Operations Manager

Concentrix Philippines Services, Cebu

- Supported US Healthcare / Health Insurance Industry, Voice and Chat.
- Conducted team member meetings and updated members on best practices and continuing expectations.
- Responsible for analyzing data to identify gaps, trends, and required areas of focus. Partner with leadership to establish recruiting metrics and analytics that provide insights, guide decision making, and measure team productivity and program ROI.
- Set clear team goals and delegated tasks and set deadlines.
- Create an inspiring team environment with an open communication culture
- Set clear team goals
- Delegate tasks and set deadlines
- Oversee day-to-day operation
- Monitor team performance and report on metrics
- Motivate team members
- Discover training needs and provide coaching
- Listen to team members' feedback and resolve any issues or conflicts
- Recognize high performance and reward accomplishments
- Encourage creativity and risk-taking
- Maintains communications and working relationships with resource units and other critical organizations for input and resolution of business issues
- Ensures that client communication and support processes are in place to promote client confidence in Concentrix

Personal Info

Name

Jennifer Gonzalve Encio

Title

Registered Nurse
Operations Manager

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Skills

- Staff management
- Strategic planning
- Data collection and analysis
- In-depth knowledge of performance metrics
- Project management
- Process and procedure development
- Organizational and time-management skills
- Decision-making skills
- Excellent communication and leadership skills
- Prover work experience as a Team Lead handling over 20 associates.

- Establishes points of contact and levels of authority within Concentrix for working with the client
- Leads complex matrix organization in support of client and acts as the client advocate, i.e. the voice of the client for all Concentrix units
- Manages client expectations in support of daily activities for the client program
- Collaborates with top management to deliver strategic business results

- Proven work experience as a manager handling up to 7 team leaders and 120 agents.

Software

Microsoft Word
 Microsoft Excel
 Microsoft PowerPoint
 Microsoft SharePoint

2016-07 -
 2020-12

Team Leader

Convergys Philippines Services, Cebu

- Industry Call Center / IT-Enabled Services / BPO Specialization Technical & Helpdesk Support Role IT Support/Helpdesk.
- Conducted team member meetings and updated members on best practices and continuing expectations.
- Set clear team goals and delegated tasks and set deadlines.
- Create an inspiring team environment with an open communication culture
- Set clear team goals
- Delegate tasks and set deadlines
- Oversee day-to-day operation
- Monitor team performance and report on metrics
- Motivate team members
- Discover training needs and provide coaching
- Listen to team members' feedback and resolve any issues or conflicts
- Recognize high performance and reward accomplishments
- Was able to consistently meet 100% CV targets by Q4 2018
- Encourage creativity and risk-taking
- Suggest and organize team building activities

2015-08 -
 2016-07

Escalation Agent/Subject Matter Expert

Convergys Philippines Services, Cebu

- Handle complaints provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
- Take supervisory or escalated calls
- Go the extra mile to engage customers
- Attempt to persuade customer to reconsider cancellation
- Level 2 support includes advanced Internet troubleshooting and basic home and home-office networking.

- Also capable of software and hardware troubleshooting.
- Supports all states in the United States.
- Resolved customer concerns efficiently and expeditiously
- Achieved 100 percent of call performance goals for accuracy, speed, volume, resolution of issues, and customer satisfaction.

2012-06 -
2015-08

Technical Support Representative For Time Warner Cable/Charter/Spectrum

Convergys Philippines Services, Cebu

- Industry Call Center / IT-Enabled Services / BPO
Specialization Technical & Helpdesk Support Role IT
Support/Helpdesk Position Level 1-4 Years Experienced
Employee Monthly Salary PHP 23,000 Technical support
helpdesk for Time Warner Cable Roadrunner Cable Internet
services and Southern California Time Warner Cable /
Charter /Spectrum Customer Service Support
- Level 2 support includes advanced Internet troubleshooting
and basic home and home-office networking.
- Build sustainable relationships of trust through open and
interactive communication
- Identify and assess customers' needs to achieve
satisfaction.
- Prepare product or service reports by collecting and
analyzing customer information
- Capable of troubleshooting cable tv and digital phone
issues.
- Supports all states in the United States.
- Resolved customer concerns efficiently and expeditiously.

2008-05 -
2011-07

Customer Service Representative For Sprint, Sirius XM, Tracfone and Net 10 Wireless.

- Industry Call Center / IT-Enabled Services / BPO
Specialization Technical & Customer Support Role.
- Customer Service support helpdesk for Sprint
- Managing incoming calls and customer service inquiries
- Generating sales leads that develop into new customers
- Identifying and assessing customers' needs to achieve
satisfaction.
- Follow communication procedures, guidelines and policies
- Build sustainable relationships of trust through open and
interactive communication
- Identify and assess customers' needs to achieve
satisfaction.
- Prepare product or service reports by collecting and
analyzing customer information
- Supports all states in the United States.
- Resolved customer concerns efficiently and expeditiously

achieved call performance goals for accuracy, speed, volume, resolution of issues, and customer satisfaction.

Education

2008

Bachelor of Science in Nursing

- *University of San Jose- Recoletos*
- *Registered Nurse*
- *Active PHRN license*

Accomplishments

- Exceeded KPI targets month over month.
- Consistent Top Team Leader since 2016.
- Supervised team of up to 20 members.
- Consistent performance appraisal of Exceeds Expectations and Outstanding rating since 2016.
- Awarded as Top Team Leader from quarter 1 to quarter 4 of 2018 for Charter Hawaii Video Repair.
- Top Team Leader award from quarter 1 to quarter 2 and current quarter 3 of 2019 for Charter Hawaii Video Repair.
- Top Team Leader award Q1, Q3 and Q4 of 2017 for Charter High Speed Internet.
- PH Concentrix Top Performer Awardee – Operations Manager 2021
- Managed up to 120 associates.
- Annual appraisal rating of exceed expectation yearly.