

# Jezzreel Guerbo

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## EDUCATION

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### Cebu Institute of Technology - University

*BS Business Administration major in Quality Management*

**Cebu City, Cebu**

*Graduation Date: Apr 2018*

## WORK EXPERIENCE

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### Amazon Operations Services Philippines Inc

*Digital Device Alexa Support / Kaizen facilitator*

**Cebu city, Cebu**

*Apr 2019 - Nov 2022*

- Facilitated engagement with over 1000+ customers during conflict resolution efforts, increasing customer satisfaction rating by 15%.
- Proactively identified opportunities for process optimization and streamlined ticket resolution process by 35%, resulting in a 30% increase in department productivity.
- Delivered comprehensive documentation and reporting on 110 product support related projects, ensuring business alignment with established performance objectives.

### Concentrix

*Sales Retention Specialist for Sirius XM*

**Cebu city, Cebu**

*Jul 2018 - Apr 2019*

- Cultivated best-in-class customer retention strategies by leveraging feedback from 20,000 existing customers & sales trends, increasing monthly subscription rates by 15%.
- Communicated a compelling upsell & cross-sell value proposition to 25,000 active customers to maximize different product subscription packages & increase revenue contributions by 30%.
- Facilitated initiatives with sales teams to ensure targeted customer segments received tailored messages through multi-channel platforms, resulting in a 21.7% growth in retained subscribers.

### Teleperformance Philippines

*Hawaiian Airlines Guest Service Agent*

**Cebu city, Cebu**

*May 2017 - Jun 2018*

- Streamlined ticket booking process by managing flight, hotel and car rental reservations to 300 passengers daily, averting flight delays.
- Facilitated boarding and checked the identification of 500 guests daily, meeting air travel regulations and production goals 95% of the time.
- Resolved passenger complaints swiftly while providing superior customer service, resulting in a 20% increase in flight ratings.

## PROJECT EXPERIENCE

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### Amazon Operations Services Philippines Inc

*Project Coordinator for Kaizen Event*

**Cebu city, Cebu**

*Jan 2020 - Nov 2022*

- Organized Kaizen event to accelerate process improvements related to US Prime Day orders & logistics, resulting in a decrease of project timeline by 20%
- Coached team of 10 during event and substantially sped up order processing time by 30%, resulting in 10K additional orders made on Prime Day.
- Monitored supply chain activities throughout the day and proactively took steps to prevent 90% of miss-ships, saving \$20K on delivery costs.

### Teleperformance Philippines

*Customer Advocate Officer*

**Cebu city, Cebu**

*Sep 2017 - Jun 2018*

- Resolved 95% of escalated corporate customer complaints, minimizing customer service costs by 15%.
- Monitored & addressed complex customer issues involving airline violations, baggage lost & compliance with the US Department of Transportation; averting financial liabilities of up to \$300K.
- Filed timely reports on behalf of customers to Fly Rights Compliance department preventing further grievances; leading to a 20% decrease in reported instances.

## LEADERSHIP EXPERIENCE

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### Amazon D2AS Worldwide English

*Customer Experience Project Coordinator*

**Cebu city, Cebu**

*Mar 2020 - May 2022*

- Cultivated and managed relationships with 3k+ customers internationally, gaining comprehensive understanding of customer

service and product management expectations.

- Facilitated 40 customer meetings, attaining necessary feedback to effectively inform business strategies while providing a superior customer experience.
- Worked in tandem with account and product managers to refine current processes, resulting in 20 successful new product introductions encouraging 15% growth in customer utilization.

**Amazon CEB10 D2AS Operations**

**Cebu city, Cebu**

*Lead Business Operations Imperative*

*Jun 2022 - Nov 2022*

- Synthesized plans to expand the business, capitalizing on new opportunities & increasing sales by 10%, resulting in a \$150M financial gain.
- Maximized customer service initiatives and achieved satisfaction ratings over 80%, increasing repeat customers by 40%.
- Initiated a pioneerign team in an industry-leading automation program, enabling the company to become premier distributor or vendor of its type in African regions.

**SKILLS & COMPETENCIES**

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**SKILLS:**Project Management and Lean Thinking, Experience with CRM (customer relationship management) software, in particular Salesforce, and LiveAgent, Customer Service Excellence and Operations process improvement specialist

**Interests:**problem-solving, leadership, and team management