

Anj

Operations Manager

Ma. Angelina G. Holgado

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Anj.Holgado@gmail.com

Skills

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- Attention to Detail
 - Problem Solving Abilities
 - Analytical thinking and research with creative mind
 - Communication skills, both written and verbal
 - Demonstrated leadership skills
 - Decision making
 - Teamwork and collaborative work
 - Able to Work Independently
 - Presentation Skills
 - Remote support

Experience

TaskUs Philippines / Operations Manager/Client Services Manager

December 2018 - January 2024, Quezon City

- Role includes coaching direct reports for performance improvement and/or developing skills to sustain performance and gain the opportunity to assume the next level.
- Assists Senior Operations Manager in managing operational activities to achieve or exceed client metrics.
- Provides data analysis for reporting process improvement.
- Participates in Quarterly Business Review with clients to discuss the team's performance.
- Responsible for managing the day to day planning and operations of call center representatives.
- Provides effective, regular coaching sessions and ensures behavior and skills development.
- Responsible for delivering client satisfaction, building, and maintaining strong client relationships.
- Responsible for metric management and for exceeding targets of all required metrics, including day to day service levels, customer experience, quality measures, and compliance measures.
- Analyze account performance and deliver outcomes during

operational client review meetings.

24/7 ai Philippines / Senior Team Leader

June 2015 - December 2018, Makati City

- Role includes coaching direct reports for performance improvement and/or developing skills to sustain performance and gain the opportunity to assume the next level.
- Assists Operations Manager in managing operational activities to achieve or exceed client metrics.
- Provides data analysis for reporting process improvement.
- Participates in Quarterly Business Review with clients to discuss the team's performance.
- Responsible for managing the day to day planning and operations of call center representatives.
- Provides effective, regular coaching sessions and ensures behavior and skills development.
- Responsible for delivering client satisfaction, building, and maintaining strong client relationships.
- Responsible for metric management and for exceeding targets of all required metrics, including day to day service levels, customer experience, quality measures, and compliance measures.
- Analyze account performance and deliver outcomes during operational client review meetings.
- Closely work with the Workforce team in delivering and managing staffing requirements to meet service levels and peak trading period in the retail industry.
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Education

Punlaan School / Hotel and Restaurant Management

June 2007 - June 2011, San Juan City

Awards

Six Sigma White Belt Certified

Entitled as part of Startek (Most Valuable Performer) 2012

P2 (Passion and Performance) Awardee November 2012 and April 2014

Aztec Awardee (for Annual Performance) November 2014

Top Team (CSAT FCR and AHT Performance) January 2016 to
September 2017

Top Team (Attendance, Quality and CSAT)