

MARIVIC P. ESTACIO

Manager, Operations

Block 9 Lot 20, Amaia Series Brgy San Agustin,
Novaliches

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WORK EXPERIENCE

Concentrix/Convergys Philippines,

Manager, Operations

February 2020-Present

UP Technohub, Commonwealth Avenue, Quezon City

Program- Retail Account/Customer Service- CHAT Program

Convergys/Concentrix Philippines,

Team Leader, Operations

August 2016-January 2020

UP Technohub, Commonwealth Avenue, Quezon City

Program- Retail Account/Customer Service- CHAT Program

- In charge in meeting clients (client facing), attending quality calibration calls, weekly and monthly read out, weekly and quarterly business review and staffing calls
- Overall in-charge as program POC
- Daily coaching representatives through different coaching styles and tactics
- Develops and assisted agent in promotions and career growth
- Formulates data and prepare deck for read out presentation and discussion
- Data mining and create action plan for performance improvement
- Engagement POC of the site and account- creating incentive plan for agents, in-charge in monthly recognition event, coordinating with suppliers and partners
- Operations Validator for new hires
- Manages attendance, retention rate and attrition
- Established a new LOB for the program
- Manages staffing of the business unit to meet business requirements
- Participates in financial discussions for input, learning, recommendations/suggestions, etc.

Convergys Corporation

Technical Support Representative (Telco Account)

June 10, 2012 – August 2016

UP Technohub, Commonwealth Avenue, Quezon City

- Assisted consumers for technical concerns (phone, internet and tv)
- Assisted new hire agents in transition after training

TELETECH

Technical Support Representative (Telco Account)

2nd Floor Robinsons, Cainta Rizal

Year: 2007-2009

EDUCATION

BS Entrepreneurship, Graduated on March 2012
Miriam College, Katipunan Quezon City

Fashion Design, Graduated on March 2012
Fashion Institute of the Philippines, Mandaluyong Metro Manila

PROFESSIONAL REFERENCE

Concon Ascano
Manager, Operations
0949 992 4088

Casey Castro
Manager, Operations Task Us
0945 411 4607

Donna Zafe
Team Leader, Operations Concentrix
0921 616 2979